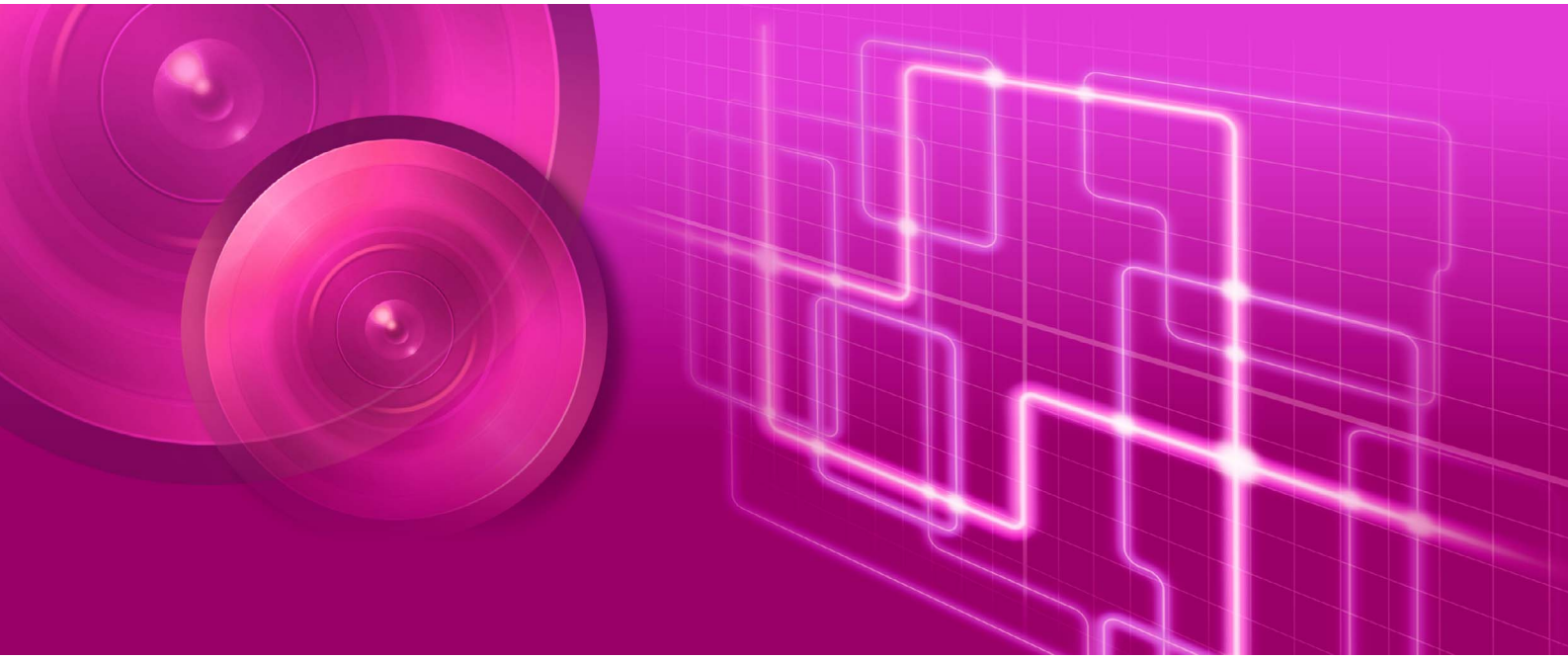
Canon

Network Camera

Camera Management Tool User Manual



The Operation Guide should be read before using the network camera.

ENGLISH

Introduction

This manual describes how to configure and operate Camera Management Tool (hereinafter referred to as “this tool”). Carefully read this manual before use to ensure correct use of this tool. Also be sure to read the file in the LICENSE folder of the setup CD-ROM.

* The cameras described in this manual may include models not be sold in your country and region.

For the latest information on this product (firmware and included software, user manuals, operating environment, etc.), please refer to the Canon Web Site.

Precautions for Use (Disclaimer)

Network Security

The user is responsible for the network security of this product and its use.
Take appropriate network security measures to avoid security breaches. To the full extent permitted by laws and regulations, neither Canon Inc. nor any of its subsidiaries or affiliates shall be liable for any losses, direct, incidental or consequential damages, or liabilities that may be incurred as a result of network security incidents such as unauthorized accesses.

<Network Security Recommendations>

- Change the password of the camera periodically.
- Change the HTTP or HTTPS port number of the camera.
- Limit access to the camera by network devices.

License Agreement of Included Software

For the license agreement of the included software, please refer to VBTools-E.txt in the BundledSoftware folder in the LICENSE folder on the included setup CD-ROM.

Trademarks

- Canon and the Canon logo are registered trademarks of Canon Inc.
- Microsoft, Windows, Windows Server, Windows Vista, Excel and Internet Explorer are registered trademarks of Microsoft Corporation in the United States and/or other countries.
- Windows is legally recognized as the Microsoft Windows Operating System.
- All other company or product names used in this manual are trademarks or registered trademarks of their respective holders.

User Manuals

Types of User Manuals

Before using this tool, you need to read the following user manuals of the camera in addition to this manual.

Included User Manual

Installation Guide
This guide explains the precautions for camera installation and installation procedures.

Manuals on Setup CD-ROM

Operation Guide
This guide explains the camera initial setup, Camera Angle Setting Tool, Viewer operation, Admin Tool settings, Troubleshooting, etc.

Appendix – Specifications
This document lists the camera specifications.

Camera Management Tool User Manual (this manual)
This manual explains the advanced operating procedures of this tool.

Notes

1. Any unauthorized reproduction of this guide is prohibited.
2. The contents of this guide are subject to change without any prior notice.
3. This document has been prepared with the utmost attention to accuracy. If you have any comments, however, please contact a Canon sales representative.
4. Canon shall assume no liability for any outcome of using this product, notwithstanding items 2 and 3 above.

How to Use This Manual

It is assumed this manual will be read on a computer screen.

Software Screenshots

The software screenshots samples shown in this manual are for illustration only. The screenshots may differ from the actual screens displayed. Screenshots used with the explanations are generally from a Windows 8.1 computer.

Symbols Indicating Precautions

Symbol	Description
Important	Cautions and restrictions during operation. Make sure to read these carefully.
Note	Supplementary descriptions and reference information.

Table of Contents

Introduction ... 2
Precautions for Use (Disclaimer) ... 2
Trademarks ... 2
User Manuals ... 3
Types of User Manuals ... 3
How to Use This Manual ... 3

Chapter 1 Before Use

Functions of the Camera Management Tool ... 8
Flow of Operation ... 8
Operating Environment ... 11
System Requirements ... 11
Supported Cameras ... 11
Limitations ... 11
Installation ... 12

Chapter 2 Camera Settings and Operation

Launch Camera Management Tool ... 14
Launching ... 14
Names of Main Window Components ... 15
Detect the Camera ... 16
Detect All Cameras ... 16
Manually Adding a Camera ... 17
Viewing the Camera List ... 18
Searching in the Camera List ... 21
Setting Camera Authentication Information ... 24
Basic Camera Settings ... 25
Opening the [Basic Camera Settings] Dialog Box ... 25
[Basic Camera Settings] Dialog Box Settings ... 26
Launch the Setting Page/Admin Viewer ... 31
Adding a Camera as a Trusted Site ... 31
Display the Setting Page for a Camera ... 31
Launch Admin Viewer ... 32
Accessing Camera Tools ... 33
Launching Camera Angle Setting Tool ... 33
Launching Admin Tools ... 33

Chapter 3 Camera Setting Techniques

Assigning IPv4 Addresses When Cameras Detected ... 36
Opening the [Camera Search Settings] Dialog Box ... 36
Assigning a Specified Range of IP Addresses to Cameras Automatically ... 36
Assigning IP Addresses According to a Camera Specification File ... 37
Advanced Camera Settings ... 39

Load Advanced Settings From a Camera and Save to a Camera 39
Save Advanced Settings as a File 40
Load Advanced Settings From a File 41
Editing the Advanced Camera Setting Information 42

Chapter 4 Camera Specification File Use

Saving a Camera Specification File 46
Save When Exiting the Tool 46
Save Using the Menu 46
Edit a Camera Specification File 48
Camera Specification File Configuration 48
How to Edit a Camera Specification File 49
Load a Camera Specification File 50
Loading the Camera Specification File Automatically at Launch 50

Chapter 5 Camera Maintenance

Update the Firmware 54
Back Up Setting Values 56
Specifying the Save Location for Backup Files 56
Performing a Backup 56
Restoring Settings 58
Mount / Unmount Memory Cards 60
Restart the Camera 62
Restore the Camera to the Initial Settings 63

Chapter 6 Troubleshooting

Displaying the Operating Log 66
Lists of Messages 67
Warning Messages 67
Error Messages 69
Troubleshooting 70
Index 71

Chapter 1

Before Use

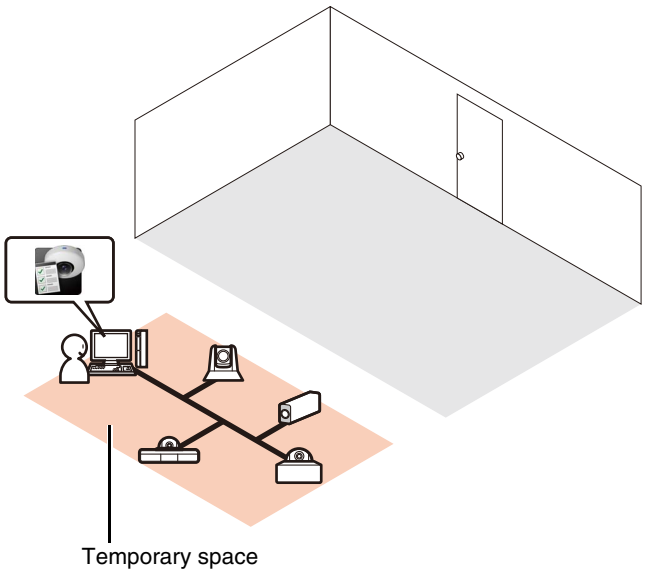
This chapter provides an overview of the functions and an outline of actual operation of this tool and explains the operating environment, installation procedure, and other things you should know when using this tool.

Functions of the Camera Management Tool

This tool is software for the initial setup and maintenance of Canon network cameras (hereinafter referred to as “cameras”). It allows you to efficiently execute IP address settings and other basic settings required when installing cameras, perform backup and restoration of camera settings after installation, and firmware updates to multiple cameras.

Flow of Operation

1. Initial settings



Before installing the camera in the final location, set the camera in a temporary space to carry out the initial settings. Connect the cameras to the same network as the computer.

Detection

Detect the cameras on the network (P. 16).

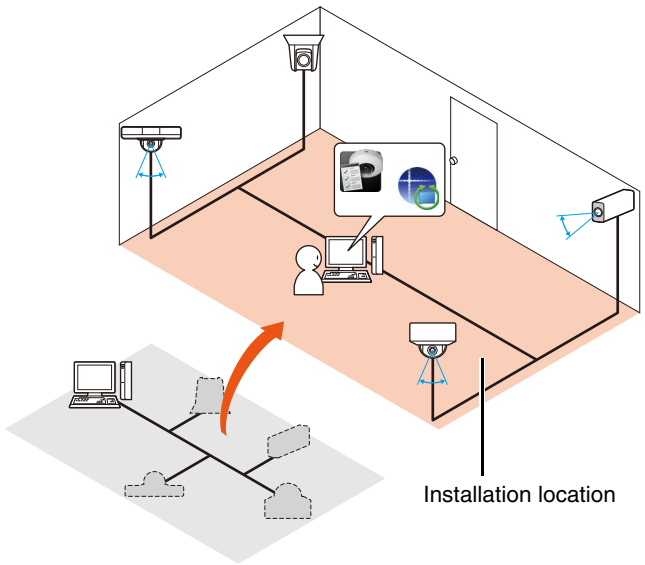
Basic settings

Configure settings such as the IP address, date and time, camera name, and video settings for the camera (P. 25).

Video confirmation

Launch Admin Viewer to immediately check the video for a camera (P. 32).

2. Camera installation

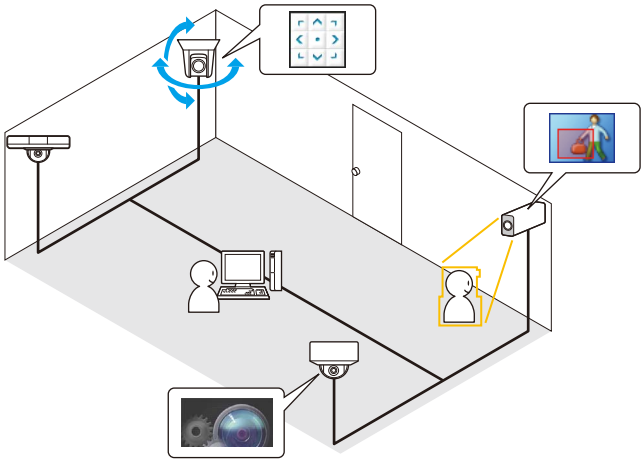


Install the camera in the final location (for details, please refer to the Installation Guide).

Angle settings

For cameras whose angle must be adjusted after installation, launch Camera Angle Setting Tool from this tool and complete the configuration (P. 33).

3. Advanced settings after camera installation



Configure advanced settings to match the installation environment after installation is complete.

Setting Page

Display the Setting Page for each camera, and configure advanced settings (P. 31).
You can load advanced camera settings with this tool and when necessary change settings and save them. The loaded advanced settings can then be saved to a file or to the camera (P. 39).

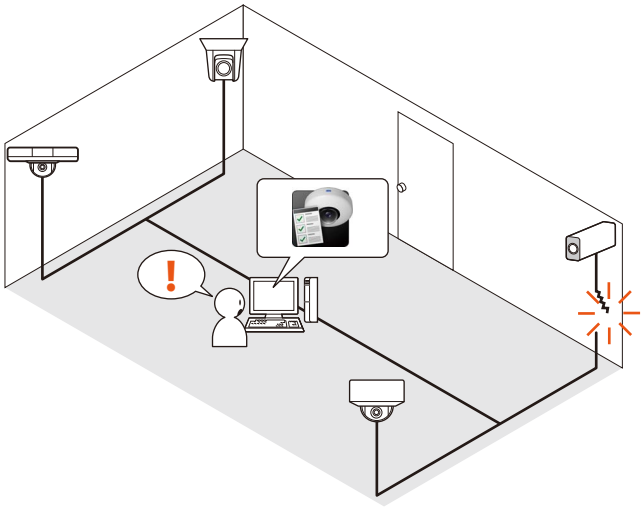
Admin Viewer

Launch Admin Viewer from this tool, and operate the camera while viewing its video (P. 32).

Admin Tools

Configure camera settings that suit various usage scenarios using Admin Tools, such as Privacy Mask and Intelligent Function settings (P. 33).

4. Camera administration



Multiple cameras displayed in the camera list can be managed in a batch.

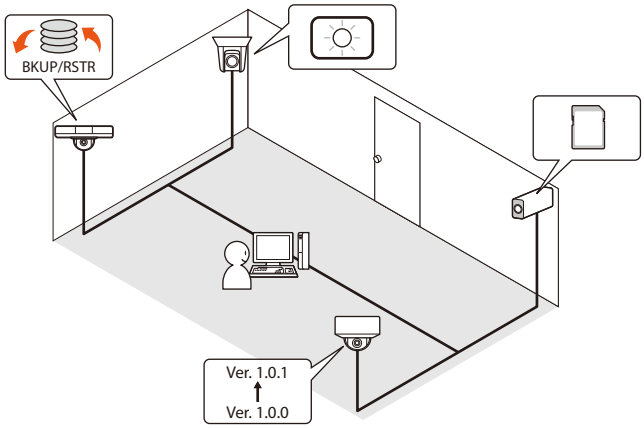
Status confirmation

View status information on cameras, such as which cameras are properly connected, in a list (P. 18).

Search and Filter

Find specific cameras quickly, even if a multitude of cameras exist, by specifying search conditions and narrowing down the camera list display (P. 21).

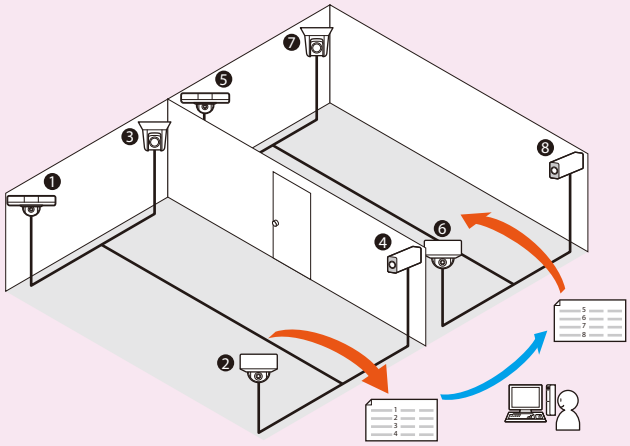
5. Camera maintenance



The following maintenance procedures can be performed on cameras that are in operation. Maintenance can be performed on multiple cameras at the same time.

- Update the firmware (P. 54)
- Back up the setting values (P. 56)
- Restore to backed up setting values (P. 58)
- Operate the memory card (P. 60)
- Restart (P. 62)
- Restore the camera to the initial settings (P. 63)

Camera Specification File Use



The information in the list of cameras for this tool can be saved as a camera specification file (P. 46). You can use this file to perform the following advanced operations.

- Edit the content of a camera specification file, and configure the initial settings for cameras in a different location.
- When managing more than 64 cameras, save camera specification files by area, for example, and switch between files during operation.

Operating Environment

For the latest information on your product (firmware, included software, user's manual, operating environment, etc.), please refer to the Canon Web Site.

System Requirements

The system requirements for Camera Management Tool are as follows.
For details on the system requirements for the Camera Angle Setting Tool, Admin Tool, and Admin Viewer/VB Viewer applications built in on the camera, please refer to the camera's Operation Guide.

CPU	Intel Core i7-2600 or higher
OS*1	Windows Vista Ultimate/Business/Enterprise/Home Premium SP2 32/64-bit Windows 7 Ultimate/Professional/Enterprise/Home Premium SP1 32/64-bit Windows 8/Windows 8 Pro/Windows 8 Enterprise 32/64-bit Windows 8.1/Windows 8.1 Pro/Windows 8.1 Enterprise 32/64-bit Windows Server 2008 Standard SP2 32/64-bit Windows Server 2008 R2 Standard SP1 64-bit Windows Server 2012 Standard 64-bit Windows Server 2012 R2 Standard SP1 64-bit
Software	.NET Framework 3.5 SP1 (when using Internet Explorer 8/9) – Must be installed on Windows Vista and Windows Server 2008 systems .NET Framework 4.5 (when using Internet Explorer 10/11) – Must be installed on Windows 7 and Windows Server 2008 R2 systems

*1 If you launch and use Admin Tools and Admin Viewer from this tool, set "Set custom text size" of Control Panel to 100% or 125%.

Supported Cameras

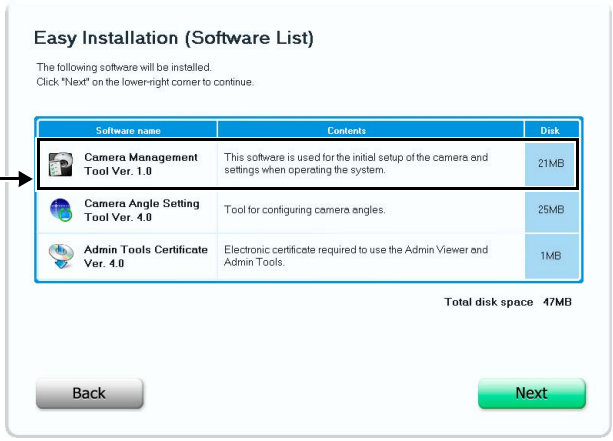
Supported Cameras	VB-R11VE, VB-R11, VB-R10VE, VB-M641VE, VB-M641V, VB-M640VE, VB-M640V, VB-M741LE, VB-M740E, VB-H43, VB-H630VE, VB-H630D, VB-H730F, VB-M42, VB-M620VE, VB-M620D, VB-M720F, VB-S30D, VB-S31D, VB-S800D, VB-S900F, VB-S805D, VB-S905F, VB-H41, VB-H610VE, VB-H610D, VB-H710F, VB-M40, VB-M600VE, VB-M600D, VB-M700F

Limitations

- Before using this tool, be sure to close any other applications.
- This tool cannot be used at the same time as a camera firmware upgrade tool, backup tool, restore tool, and memory card unmount tool.
- While communication via HTTP proxy is supported, it depends on the network settings of the computer used.
- HTTP proxy authentication is not supported.
- The computer will not automatically go into sleep or suspend mode while this tool is communicating with a camera. It is, however, possible to manually put the computer into standby, sleep or suspend mode during communication.
- The "Do you want to run this file?" message may appear when you launch this tool. Click [Run] to launch the tool.
- If the Windows firewall is enabled, it may block this tool. If this happens, it is necessary to register this tool as a trusted program. For details, please refer to "Check Firewall Settings" in the camera's Operation Guide.
- This tool always connects to FTP using PASV mode.
- Before applying a service pack or updating the operating system, please refer to the Canon Web Site for information on the latest operating environments.

Installation

Install this tool using the setup CD-ROM included with the camera. For details on installation, please refer to the camera's "Operation Guide".


Easy Installation (Software List)
The following software will be installed.
Click "Next" on the lower-right corner to continue.
Software name
Contents
Disk
Camera Management Tool Ver. 1.0
This software is used for the initial setup of the camera and settings when operating the system.
21MB
Camera Angle Setting Tool Ver. 4.0
Tool for configuring camera angles.
25MB
Admin Tools Certificate Ver. 4.0
Electronic certificate required to use the Admin Viewer and Admin Tools.
1MB
Total disk space 47MB
Back
Next

The icon of this tool appears on the desktop after installation.

Chapter 2

Camera Settings and Operation

This chapter explains the initial setup of cameras (from detection of the cameras connected to the network, through configuration of the basic settings). It also explains how to access the camera functions after the setup is complete.

Launch Camera Management Tool

Launch the tool and begin camera configuration. Be sure to connect the camera to the network ahead of time.

Launching

When this tool is installed, an icon appears on the desktop. This icon can be used to launch the tool. Please launch the tool using the following procedures.

Note

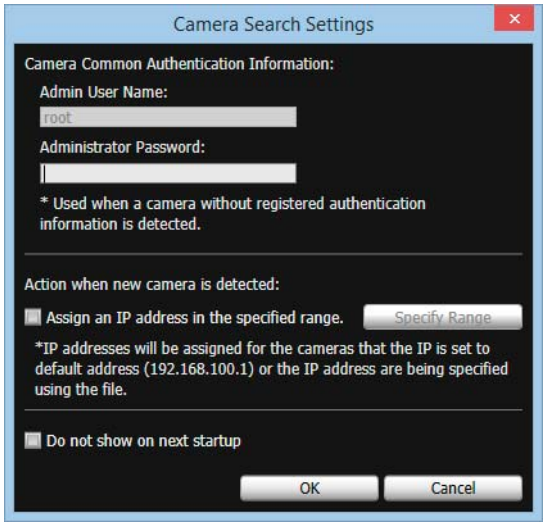
In order to use this tool on a computer with the Windows firewall enabled, you need to register this tool as a trusted application for communication via the firewall. For details on how to register, please refer to the camera's "Operation Guide". If not registered, this tool may be blocked by the firewall when you attempt to launch it but you can launch the tool by clicking [Yes].

1 Double-click the [Camera Management Tool] icon on the desktop.

This tool launches and the [Camera Search Settings] dialog box appears.

2 Enter the administrator password in [Administrator Password] if necessary.

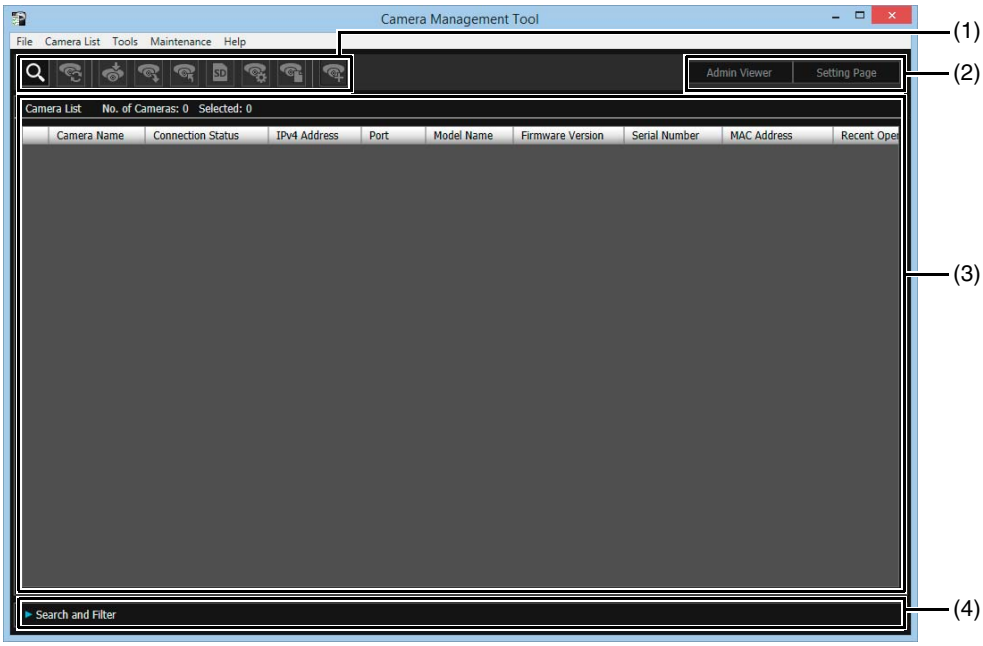
The cameras to be managed with this tool require password to be entered when connecting. If the same password is set for camera administration, that password can be specified for managing all cameras.
The factory default password is "camera" (for using all cameras).
Afterward, the common password set here and used by this tool is located in "Common Password" in this guide.
You can also specify individual passwords in the [Authentication Information] dialog box (P. 24) for cameras with different passwords.


Camera Search Settings
Camera Common Authentication Information:
Admin User Name:
root
Administrator Password:
* Used when a camera without registered authentication information is detected.
Action when new camera is detected:
Assign an IP address in the specified range.
Specify Range
*IP addresses will be assigned for the cameras that the IP is set to default address (192.168.100.1) or the IP address are being specified using the file.
Do not show on next startup
OK
Cancel

3 Click [OK].

The main window of this tool appears.

Names of Main Window Components



(1) Toolbar

The buttons are as follows:

Button	Function	Description
	Searches for cameras	Detects cameras and adds them to the camera list.
	Update Camera Information	Updates the information of the selected camera.
	Update Firmware	Updates the firmware of the selected camera (P. 54).
	Back Up Setting	Backs up the setting values of the selected camera (P. 56).
	Restore Setting	Restores a camera using a setting backup file (P. 58).
	Memory Card Operations	Mounts or unmounts the memory card inserted in the camera and acquires information (P. 60).
	Basic Camera Settings	Makes basic camera settings, such as, network, administrator password, date and time, and video settings (P. 25).
	Advanced Camera Settings	Specify advanced camera settings (P. 39).
	Camera Detection Notification	The button turns green when a new camera connects to the network. Clicking the button in this state will add the detected camera to the camera list (P. 17).

(2) [Admin Viewer]/[Setting Page]

Displays Admin Viewer or the Setting Page for the selected camera. You can check the videos of a camera for which the initial setup is complete in Admin Viewer and configure the advanced settings on the Setting Page (P. 31).

(3) Camera List

Displays the information of the detected cameras.

(4) [Search and Filter]

Specify a search string to search for a camera in the camera list and specify conditions to filter the number of cameras displayed in the camera list.

Detect the Camera

Detect the cameras connected to the network and then display them in the camera list in the main window. You can manually add cameras to the list one at a time, and automatically detect cameras connected to the network to add to the list after they have been detected for the first time.

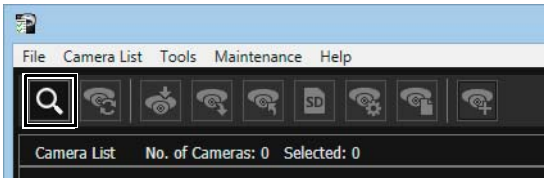
Detect All Cameras

Detect all cameras connected to the same network as the computer this tool is installed on, and add them to the camera list for this tool.

Note

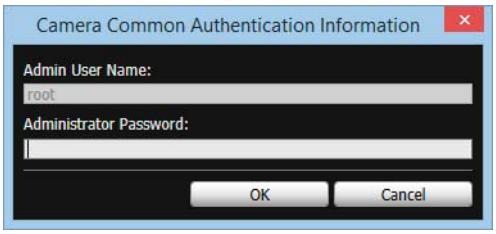
Camera detection by this tool is only available for cameras in the same network segment. Cameras connected to different network segments need to be added manually (P. 17).

1 Click on the toolbar, or click [Camera List] > [Find Cameras].

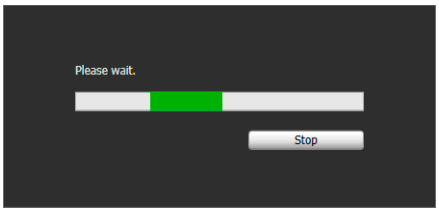


2 Enter the administrator password in [Administrator Password] if necessary, and click [OK].

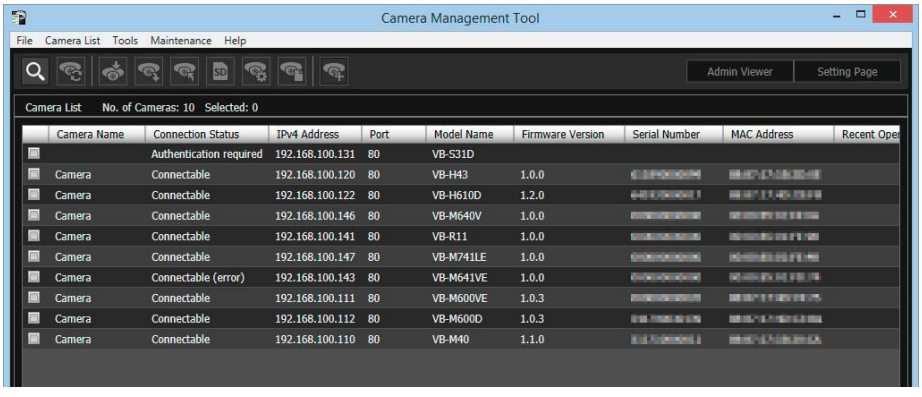
This dialog box only appears if the administrator password was not entered in the [Camera Search Settings] dialog box (P. 14).



During the search, the following screen appears. You can stop the search part way through by clicking [Stop].



When searching is finished, the results are displayed in the camera list.

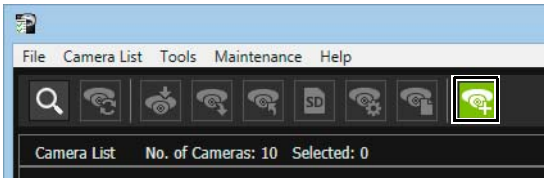


Note

If a camera is not detected, even though it is connected to the same network, click again to perform detection.

Adding of Cameras Connected After This Tool Launches

Cameras connected to the network after this tool launches, are automatically detected by this tool. When a camera is detected, on the toolbar is displayed in green. In addition, hovering the mouse pointer over the button displays the number of detected cameras.



You can add the automatically recognized camera to the list as described below.

1 Click on the toolbar.

A message dialog box appears for confirming whether to add the detected camera.

2 Click [Yes].

The camera is added to the list. If multiple cameras were automatically detected, all of them are added to the list.

If the detected camera is added, an error message appears when the number of cameras exceeds the maximum of 64 on the camera list. If a camera could not be added to the list because the maximum number was exceeded, will remain green. When you carry out , the detection status is cleared and the button changes back to .

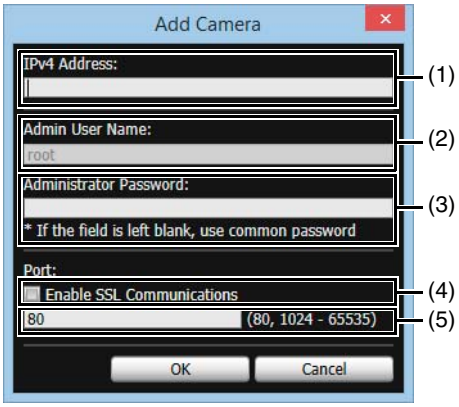
Manually Adding a Camera

A camera connected to a different network segment can be added to the camera list manually.

1 Click [Camera List] > [Add Camera].

The [Add Camera] dialog box appears.

2 Enter each item.



(1) [IPv4 Address]
Enter the IP address of the camera.

(2) [Admin User Name]
The default administrator user name for the camera is “root”. This cannot be changed.

(3) [Administrator Password]
Enter the administrator password for the camera. If this is left blank, the common password is applied.

(4) [Enable SSL Communications]
Select this to connect to the camera using SSL communication.

(5) Port number input field
Specify the HTTP or HTTPS port number for the camera. Normally, leave this set to the default.

3 Click [OK].

Note

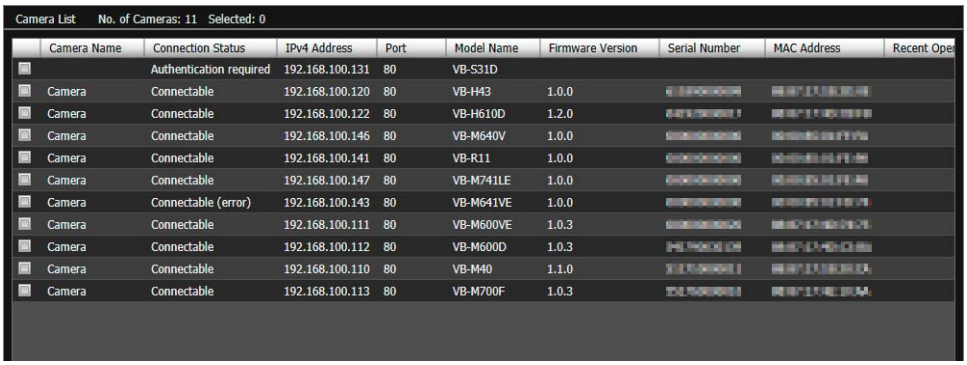
Up to 64 cameras can be added to the camera list. If you attempt to add more than 64 cameras, an error message appears. If that happens, you will not be able to add another camera until you delete a camera from the list (P. 21).

Viewing the Camera List

The camera list displays the information of detected cameras. It allows you to check the status of cameras and select the cameras to set or operate.

Checking the Camera Status

The camera status is displayed under [Connection Status] of the camera list.


Camera List No. of Cameras: 11 Selected: 0
Camera Name Connection Status IPv4 Address Port Model Name Firmware Version Serial Number MAC Address Recent Oper
Authentication required 192.168.100.131 80 VB-S31D
Camera Connectable 192.168.100.120 80 VB-H43 1.0.0
Camera Connectable 192.168.100.122 80 VB-H610D 1.2.0
Camera Connectable 192.168.100.146 80 VB-M640V 1.0.0
Camera Connectable 192.168.100.141 80 VB-R11 1.0.0
Camera Connectable 192.168.100.147 80 VB-M741LE 1.0.0
Camera Connectable (error) 192.168.100.143 80 VB-M641VE 1.0.0
Camera Connectable 192.168.100.111 80 VB-M600VE 1.0.3
Camera Connectable 192.168.100.112 80 VB-M600D 1.0.3
Camera Connectable 192.168.100.110 80 VB-M40 1.1.0
Camera Connectable 192.168.100.113 80 VB-M700F 1.0.3

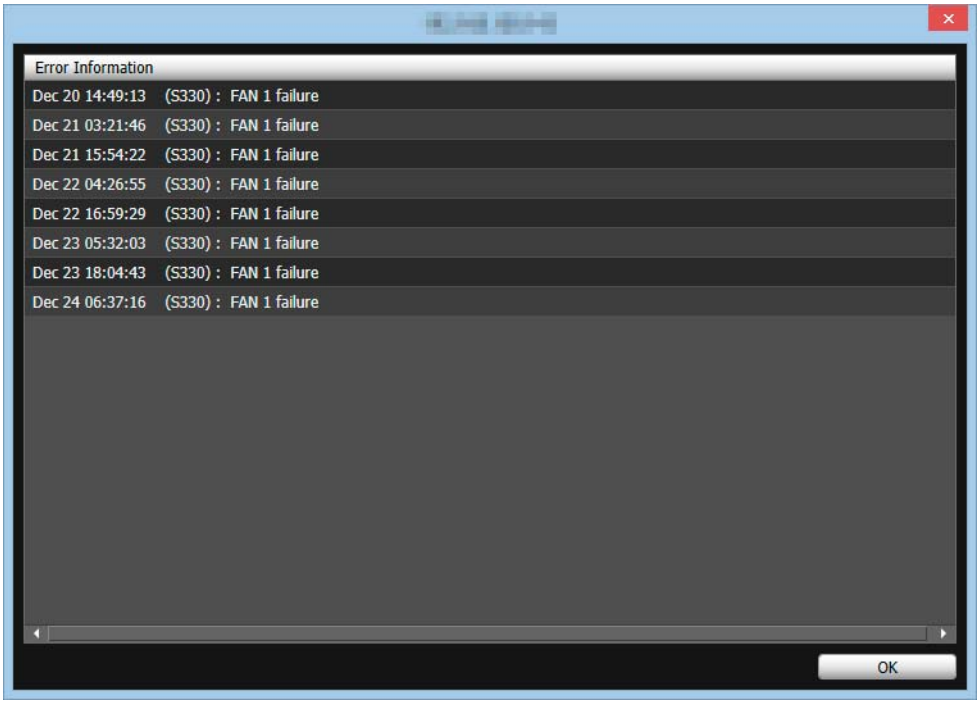
Connection status	Description
Connectable	Successfully connected to the network.
Connectable (error)	Connected to the network but an error has occurred.
Not connectable	Not connected to the network.
Authentication required	Connected but authentication is required (authentication is not possible with the connected password).

[Connectable (error)]
Double-click [Connectable (error)] in [Connection Status] or click [Camera List] > [Open Error Information] after selecting the camera to display the error information dialog box, and check the error details.

[Not connectable] or [Authentication required]
Double-click [Not connectable] or [Authentication required] in [Connection Status] to display the camera authentication information dialog box, and configure settings (P. 24).

Note

If [Not connectable] appears even after camera finishes processing, for example after a camera restart, try clicking the [Update Camera Information] button.


Error Information
Dec 20 14:49:13 (S330) : FAN 1 failure
Dec 21 03:21:46 (S330) : FAN 1 failure
Dec 21 15:54:22 (S330) : FAN 1 failure
Dec 22 04:26:55 (S330) : FAN 1 failure
Dec 22 16:59:29 (S330) : FAN 1 failure
Dec 23 05:32:03 (S330) : FAN 1 failure
Dec 23 18:04:43 (S330) : FAN 1 failure
Dec 24 06:37:16 (S330) : FAN 1 failure
OK

Note

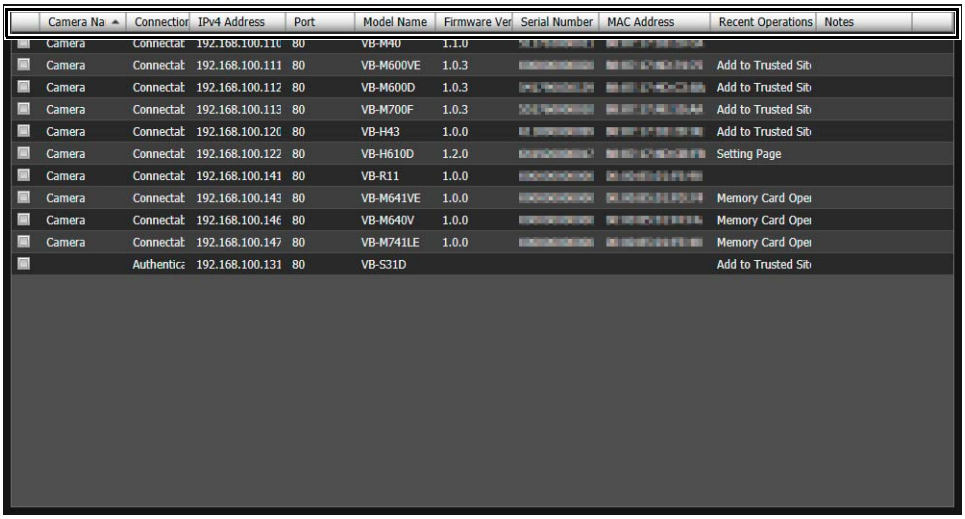
Checking error information is only possible on the following models.
VB-R11VE, VB-R11, VB-R10VE, VB-M641VE, VB-M641V, VB-M640VE, VB-M640V, VB-M741LE, VB-M740E

Selecting a Camera

To select a camera to be set or operated, click a camera displayed in the camera list. The check box at the beginning of the line for the selected camera is selected and the line is highlighted.
You can select multiple cameras by selecting the check boxes at the beginning of the lines.
Or you can use the Ctrl and Shift keys to select multiple cameras.

Changing the List Order

Each click of each item title of the camera list switches the list to ascending order or descending order.


Camera Na
Connectior
IPv4 Address
Port
Model Name
Firmware Ver
Serial Number
MAC Address
Recent Operations
Notes
Camera Connectat 192.168.100.111 80 VB-M600VE 1.0.3 Add to Trusted Sit
Camera Connectat 192.168.100.112 80 VB-M600D 1.0.3 Add to Trusted Sit
Camera Connectat 192.168.100.113 80 VB-M700F 1.0.3 Add to Trusted Sit
Camera Connectat 192.168.100.120 80 VB-H43 1.0.0 Add to Trusted Sit
Camera Connectat 192.168.100.122 80 VB-H610D 1.2.0 Setting Page
Camera Connectat 192.168.100.141 80 VB-R11 1.0.0
Camera Connectat 192.168.100.143 80 VB-M641VE 1.0.0 Memory Card Oper
Camera Connectat 192.168.100.146 80 VB-M640V 1.0.0 Memory Card Oper
Camera Connectat 192.168.100.147 80 VB-M741LE 1.0.0 Memory Card Oper
Authentica 192.168.100.131 80 VB-S31D Add to Trusted Sit

Changing the Items to Display

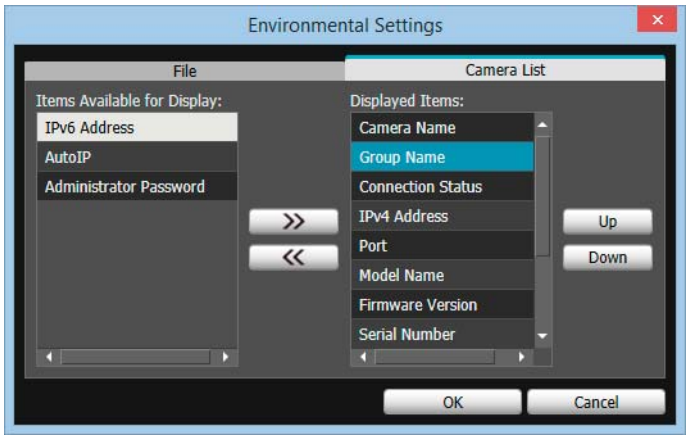
You can select items in the list, and change their order.

1 Select [File] > [Environmental Settings].

The [Environmental Settings] dialog box appears.

2 Click the [Camera List] tab.

3 Specify whether to display or hide the items.

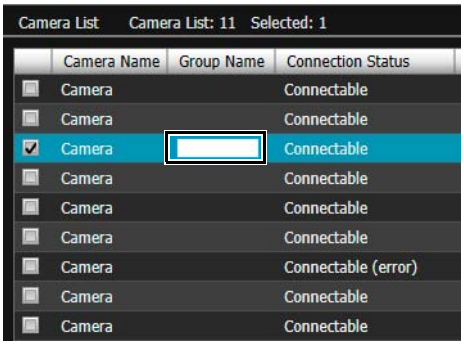


To display a hidden item, select the item in [Items Available for Display] and then click [>>].
To hide a displayed item, select the item in [Items Available for Display] and then click [<<].
Selecting an item in [Displayed Items] and then clicking [Up] or [Down] changes the order.

4 Click [OK].

Setting a Group or Notes

You can assign any group name or enter a note as a remark for a camera displayed in the camera list.
When the number of cameras has increased, use [Group Name] or [Notes] to sort cameras and make cameras easier to identify.
Click the [Group Name] or [Notes] display item for selected cameras to display an input field. Enter the information and then press the Enter key.



Note

- You can enter up to 259 characters in each of the [Group Name] and [Notes] input fields.
- [Group Name] is not displayed by default. To set the group name, select [Group Name] to display in the list in [Environmental Settings] (P. 19).
- Even if the [Group Name] and [Notes] fields are entered, in the following cases, the entered details will not appear in the camera list when launched the next time.
  - If the camera specification file has not been saved after the [Group Name] and [Notes] fields are entered (P. 46).
  - When the saved camera specification file has not been loaded when launched, after the [Group Name] and [Notes] fields have been entered (P. 50).

Removing a Camera from the List

If there is a camera you wish to remove from the list, remove it as described below.

1 Select the camera you wish to remove from the list.

2 Click [Camera List] > [Remove Camera].

A message appears for confirming whether to remove the camera.

3 Click [Yes].

The camera is removed from the list.

Right-Click Operations for the Camera List

Right-click the camera list to carry out the following operations in the menu.

Note

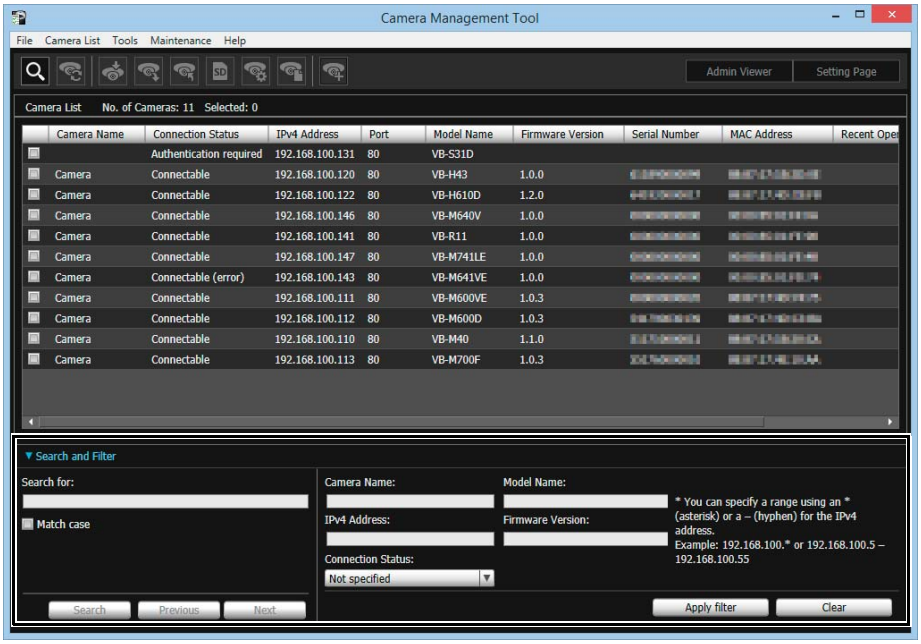
Unavailable items are grayed out depending on the camera's [Connection Status] or model.

Menu name	Description
Update Camera Information	Detects cameras and updates the camera list.
Remove Camera	The selected camera will be removed from the camera list (P. 21).
Open Error Information	Displays the error information of selected cameras (P. 18).
Camera Settings	You can make various camera settings. You can select the following items in the submenu. • Authentication information (P. 24) • Open setting page (P. 31) • Basic camera settings (P. 25) • Advanced camera settings (P. 39)
Tool	Activate the selected tool (P. 33)
Update Firmware	Updates the firmware of the selected camera (P. 54).
Back Up Settings	Backs up the setting values of the selected camera (P. 56).
Restore Settings	Restores a camera using a setting backup file (P. 58).
Memory Card Operations	Mounts or unmounts the memory card inserted in the camera (P. 60).
Restart Camera	Restarts the selected camera (P. 62).
Restore the Camera to the Initial Settings	Restores the selected camera to default settings (P. 63).
Add as Trusted Site	Registers the selected camera as a trusted site in Internet Explorer (P. 31).

Searching in the Camera List

You can specify any string to search in the list to find a target camera. Furthermore, you can filter the information displayed in the camera list by camera name, model name, etc., to limit the list to the target cameras to be used when there are multiple cameras.

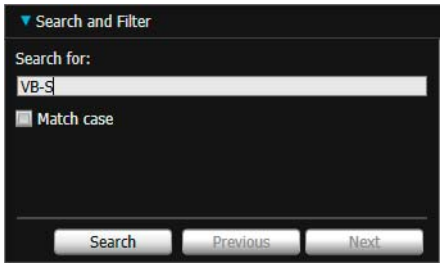
Click [Search and Filter] in the camera list to search for cameras. The items for specifying search conditions will be displayed below the main window.


Camera Management Tool
File Camera List Tools Maintenance Help
Admin Viewer
Setting Page
Camera List No. of Cameras: 11 Selected: 0
Camera Name | Connection Status | IPv4 Address | Port | Model Name | Firmware Version | Serial Number | MAC Address | Recent Oper
Authentication required 192.168.100.131 80 VB-S31D
Camera Connectable 192.168.100.120 80 VB-H43 1.0.0
Camera Connectable 192.168.100.122 80 VB-H610D 1.2.0
Camera Connectable 192.168.100.146 80 VB-M640V 1.0.0
Camera Connectable 192.168.100.141 80 VB-R11 1.0.0
Camera Connectable 192.168.100.147 80 VB-M741LE 1.0.0
Camera Connectable (error) 192.168.100.143 80 VB-M641VE 1.0.0
Camera Connectable 192.168.100.111 80 VB-M600VE 1.0.3
Camera Connectable 192.168.100.112 80 VB-M600D 1.0.3
Camera Connectable 192.168.100.110 80 VB-M40 1.1.0
Camera Connectable 192.168.100.113 80 VB-M700F 1.0.3
Search and Filter
Search for:
Match case
Search
Previous
Next
Camera Name:
IPv4 Address:
Connection Status:
Not specified
Model Name:
Firmware Version:
* You can specify a range using an * (asterisk) or a – (hyphen) for the IPv4 address.
Example: 192.168.100.* or 192.168.100.5 – 192.168.100.55
Apply filter
Clear

Specify a Search String

1 Enter a search string in [Search for].

Select the [Match case] check box if necessary.



2 Click [Search].

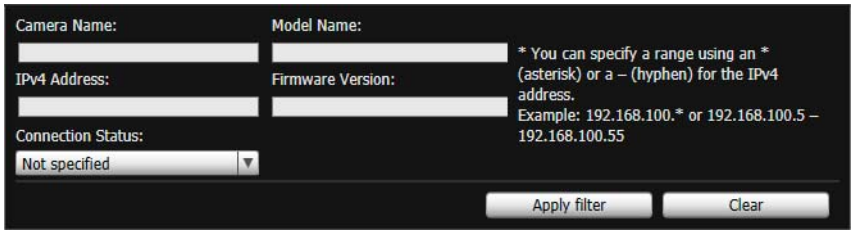
A search is performed in the camera list. If a camera matched the search string, the first camera including that string is displayed highlighted in the list.

3 Click [Previous] or [Next] to continue the search.

The previous or next camera matching the search string is highlighted. When the search to the beginning or end of the list is finished, clicking [Previous] or [Next] returns to the end or beginning of the list and then performs a search.

Filtering the Cameras to Display in the Camera List

1 Specify filtering conditions.



Enter part or all of the corresponding strings in [Camera Name], [Model Name], and [Firmware Version].

Enter the IP address for filtering in [IPv4 Address]. You can specify a range by using a wildcard (*) or a hyphen (-) (P. 26).
In [Connection Status], specify a camera connection status as the condition for filtering.

2 Click [Apply filter].

The specified filtering conditions are applied and the filtered camera list is displayed.

3 To cancel filtered display, click [Clear].

The specified filtering conditions are cleared and all cameras appear in the camera list.

Setting Camera Authentication Information

You can set the camera authentication information. Authentication information refers to the information (user name and password) required to connected to a camera.
Set the camera information as described below for any camera for which authentication was not possible with the common password specified when the tool launched ([Authentication required] is displayed for [Connection Status] in the camera list) or any camera for which a connection was not possible when the camera list was updated ([Not connectable] is displayed for [Connection Status] in the camera list).

1 In the camera list, select the camera for setting authentication information.

2 Click [Camera List] > [Camera Settings] > [Authentication Information].

The [Authentication Information] dialog box appears.

3 Enter each item.

(1) [Admin User Name]
The default administrator user name for the camera is “root”. This cannot be changed.

(2) [Administrator Password]
Enter the administrator password for the camera. If this is left blank, the common password is applied.

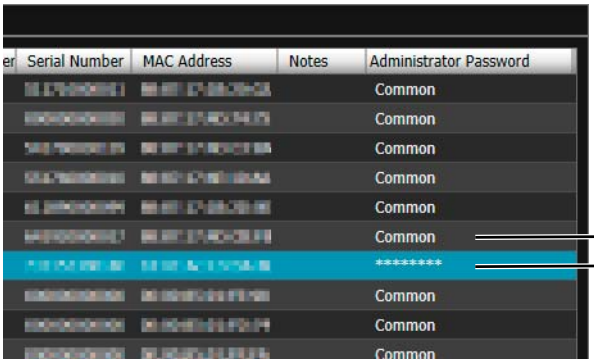
(3) [Enable SSL Communications]
Select this to connect to the camera using SSL communication.

(4) Port number input field
Specify the HTTP port number for the camera. Normally, leave this set to the default.

4 Click [OK].

Note

Whether a camera was authenticated with the common password or the password specified in the [Authentication Information] dialog box can be confirmed in [Administrator Password] of the camera list.



The administrator password is hidden by default. To display it in the list, change the setting in the [Environmental Settings] dialog box (P. 20).

Basic Camera Settings

Configure basic settings including camera network settings (IP address), changing the administrator password, camera name, date and time, and video settings for detected cameras.
Because basic settings are common to all models, you can apply the same settings to multiple cameras in a batch.

Note

Because [Basic Camera Settings] are applied to part of the camera's [Setting Page], the camera's [Setting Page] details change when [Basic Camera Settings] are changed.

Opening the [Basic Camera Settings] Dialog Box

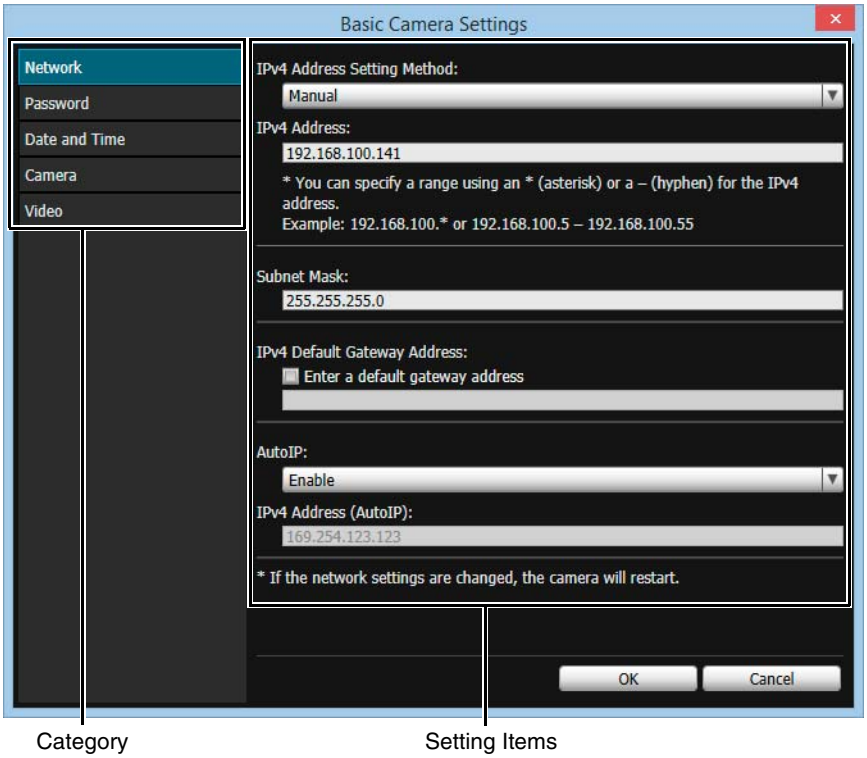
1 In the camera list, select the cameras for applying basic settings.

2 Click on the toolbar.
Or click [Camera List] > [Camera Settings] > [Basic Camera Settings].

The [Basic Camera Settings] dialog box appears.

3 Configure the settings in each category.

Clicking a category on the left side of the dialog box displays the setting items on the right side. Enter the information in the displayed setting items.



If only a single camera is selected in step 1, the current camera setting values will appear in the setting item.
If multiple cameras are selected in step 1, different setting items will appear blank depending on the camera.

Note

The setting fields of some setting items can be left blank. In that case, the camera settings are not changed and are left set to their original values.

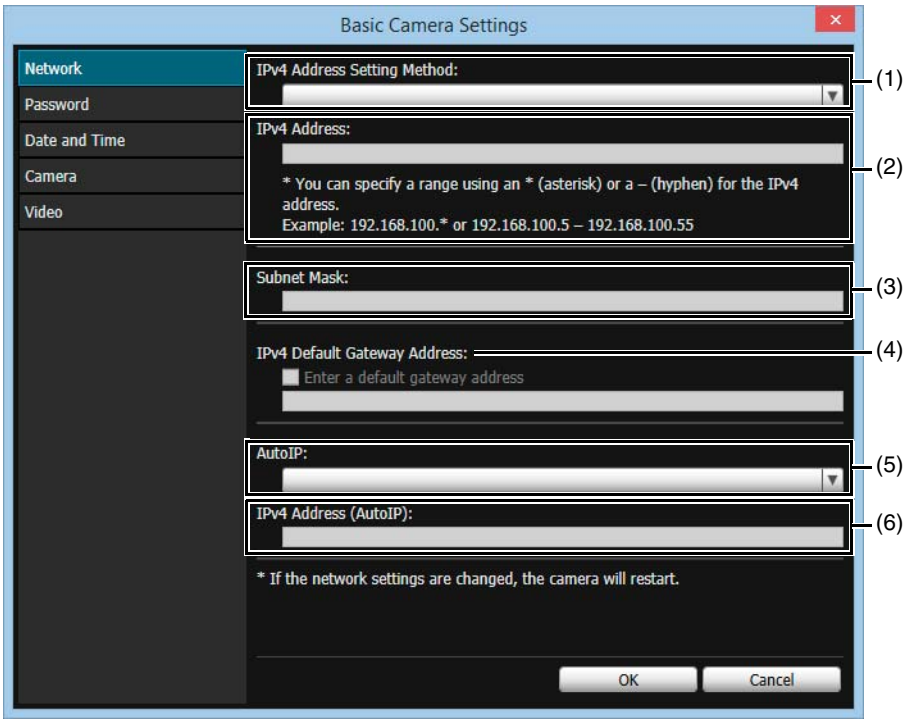
4 Click [OK].

Note

Depending on the [Video] category's [Video Size Set] and items in the [Network] category, after changing settings and clicking [OK], the progress bar appears and the camera automatically restarts. When [Setup has been completed. Wait for the camera to restart] appears, click [OK].
The [Connection Status] of a camera may remain as [Not connectable], even after the camera restarts. Try clicking (Update Camera Information).

[Basic Camera Settings] Dialog Box Settings

Network



Important

If a network setting is incorrect, the camera may become inaccessible. If that happens, please refer to the camera's Operation Guide and then restore the camera to the factory default setting state and set the network settings with this tool again.

(1) [IPv4 Address Setting Method]

Select the IPv4 address setting method.
If you select [Manual], enter a fixed IP address in [IPv4 Address].
If you select [Auto (DHCP)], the values acquired from the DHCP server are set automatically in [IPv4 Address], [Subnet Mask], and [IPv4 Default Gateway].

Important

If [Auto (DHCP)] is selected as the IPv4 address setting method, the IPv4 address may not be assigned correctly in certain environments, such as when a router is present between the DHCP server and the camera. If this happens, select [Manual] and set a fixed IPv4 address.

(2) [IPv4 Address]

When [IPv4 Address Setting Method] is [Manual], enter a fixed IPv4 address.
When basic settings are configured for multiple cameras, the following specification characters can be used to specify a wildcard IPv4 address or specify a range.

Specification Character	Description	Example
*	This is a wildcard. It can be specified for the first to fourth octets of an IP address.	192.168.100.* → From 192.168.100.1 to 192.168.100.254
-	Enter this between numbers to specify a range. It can be specified for only the fourth octet of an IP address.	192.168.100.100-150 → From 192.168.100.100 to 192.168.100.150

Important

- An IP address beginning with “127”. (e.g., 127.0.0.1) cannot be set.
- When setting the IP address by specifying a wildcard or range, the IPv4 addresses that already exist in the camera list will not be used for the setting.
- When an empty IP address does not exist in the range of a wildcard or range specification, settings will not be configured.

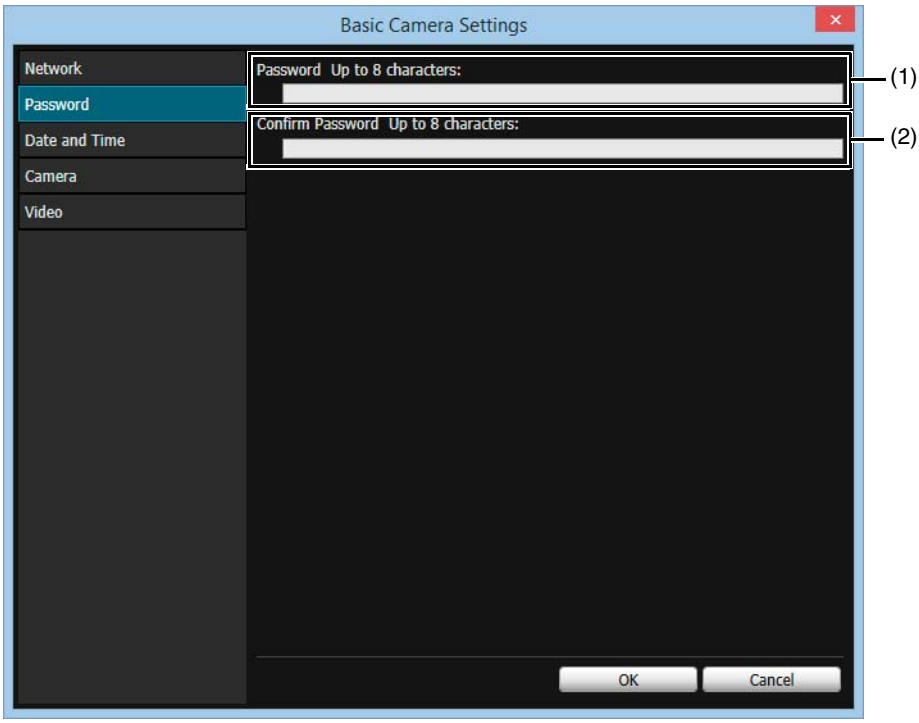
(3) [Subnet Mask]
When [IPv4 Address Setting Method] is [Manual], enter the subnet mask value designated for the corresponding network.

(4) IPv4 Default Gateway Address
When [IPv4 Address Setting Method] is [Manual] and the camera will connect to a different subnet than the Viewer, select the [IPv4 Default Gateway Address] check box and then enter an IPv4 default gateway address.

(5) [AutoIP]
When a camera compatible with AutoIP is selected, select whether to use AutoIP.

(6) [IPv4 address (AutoIP)]
When [AutoIP] is [Enable], the automatically set IPv4 address is displayed.

Password



Change the administrator user “root” password for the camera.

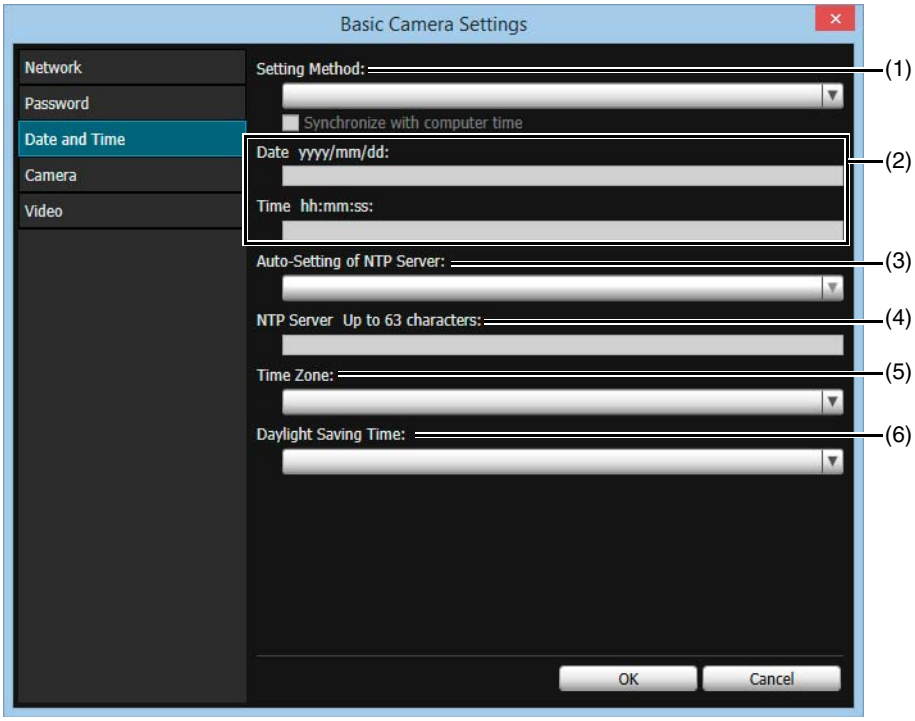
(1) [Password]
Enter ASCII characters (space or printable characters) for the administrator password.

(2) [Confirm Password]
Enter the same password as above for confirmation.

Important

- To ensure system security, be sure to change the administrator password. Do not forget the new password.
- If you have forgotten the administrator password, please refer to the camera's Operation Guide and then restore the camera to the factory default settings. Note that this will reset all camera settings to factory default settings except for the date and time.
- Disconnect the Admin Viewer or Admin Tools, if they are connected, before changing the password.

Date and Time



(1) [Setting Method]
Select the setting method for the date and time.

(2) [Date], [Time]
Configure the settings as follows in accordance with the [Setting Method] setting.

When [Set manually] is selected
Set the desired date and time.
Set the time in 24-hour format in <hour:minute:second> order.

When [Set manually] is selected and [Synchronize with computer time] is selected
Synchronizes the date and time with the computer that is currently accessing the camera.
[Time Zone] is not selected automatically so set it separately if necessary.

When [Synchronize with NTP server] is selected
Select the setting method in [Auto-Setting of NTP Server].

When [Synchronize with NTP broadcast] is selected
Receives NTP broadcasts sent from the NTP server and synchronizes the time with them.
The camera's NTP broadcast mode does not support IPv6.

(3) [Auto-Setting of NTP Server]

[Disable]
Enter the IP address or host name of the NTP server in [NTP Server].

[Use DHCP]
The NTP server address is automatically acquired from the DHCP server (IPv4).
To set [Use DHCP], you need to change [Network] > [IPv4 Address Setting Method] to [Auto (DHCP)] (P. 26).

[Use DHCPv6]
The NTP server address is automatically acquired from the DHCPv6 server.
To enable this setting, you need to configure the settings for [IPv6] on the Setting Page for the camera. For Setting Page details, please refer to the camera's "Operation Guide".

[Use DHCP/DHCPv6]
The NTP server address is automatically acquired from the DHCP or (IPv4) or DHCPv6 server.

Note

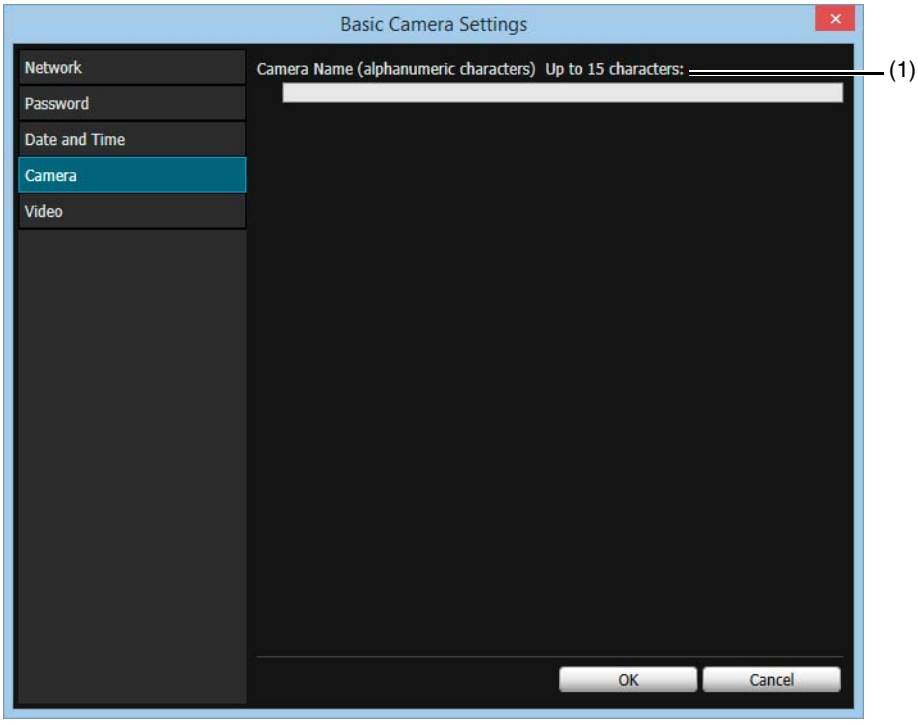
- If a connection to the NTP server cannot be established because, for example, the IP address of the NTP server is incorrect, the date and time are not changed.
- The NTP server query interval is 300 seconds.

(4) [NTP Server]
If you select [Auto-Setting of NTP Server] > [Disable], enter the IP address or host name of the NTP server.

(5) [Time zone]
Select the appropriate time zone.
If the time zone setting is changed, the date and time display will update automatically according to the specified time zone.

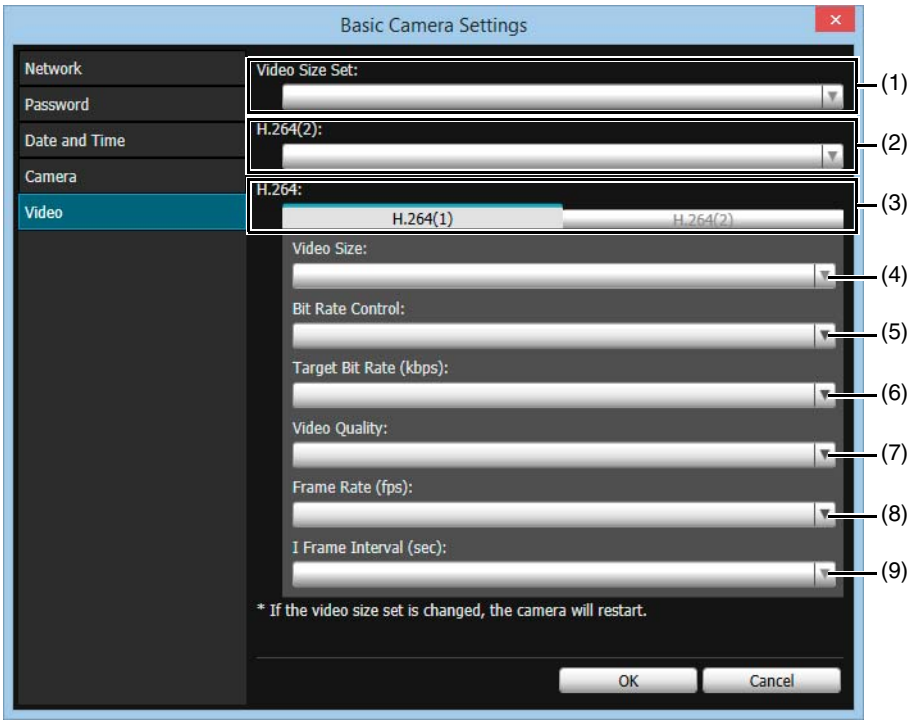
(6) [Daylight Saving Time]
Select whether to automatically adjust the daylight saving time according to the time zone.

Camera



(1) [Camera Name (alphanumeric characters)]
Enter the desired camera name.
When multiple cameras are selected, the same name will be applied. To set a different camera name for each camera, set the basic camera settings for each camera separately or open the Setting Page for each camera and set the name.

Video



(1) [Video Size Set]
Set the set of video sizes to use with the camera.

(2) [H.264(2)]
Select [Disable] to transmit only one stream of H.264 video.
Select [Enable] to transmit two streams of H.264 video.

(3) [H.264(1)] / [H.264(2)]
Configure on each tab the settings for the H.264(1) and H.264(2) video to be transmitted from the camera to the Viewer.

(4) [Video Size]
Select the size for video transmitted from the camera.

(5) [Bit Rate Control]
Set the bit rate for video.
When [Use bit rate control] is selected, also set [Target Bit Rate (kbps)].
If [Do not use bit rate control] is selected, set [Video Quality].

(6) [Target Bit Rate]
When [Bit Rate Control] is [Use bit rate control], select the target bit rate.

(7) [Video Quality]
When [Bit Rate Control] is [Do not use bit rate control], select the video quality.
High values result in higher quality.

(8) [Frame Rate]
Select the video frame rate for video.

(9) [I Frame Interval]
Select the I frame interval (sec) for H.264 video.

Launch the Setting Page/Admin Viewer

You can use this tool to display the camera's Setting Page or start Admin Viewer. You can also check the operation and advanced settings of cameras whose basic settings have been configured.
Depending on the computer environment, you may need to register the camera as a trusted site in order to the launch Setting Page and Admin Viewer. This tool can be used for the registration process.

Important

To ensure security, exit the web browser after completing settings on the Setting Page and after using Admin Viewer.

Adding a Camera as a Trusted Site

In Internet Explorer 9 or greater and Windows Server 2008/Windows Server 2012, Internet Explorer's security level for Internet and intranet sites is set to [High] by default. Therefore, to access Admin Viewer and Admin Tools, you need to add the IP address of the camera to the trusted sites.
You can add to trusted sites in the settings of Internet Explorer, but if you use this tool you can select multiple cameras in the camera list and then add them all as trusted sites at one time.

1. In the camera list, select the cameras to add as trusted sites.
2. Select [Maintenance] > [Add to Trusted Sites].

   A message dialog box appears for confirming registering to the trusted sites.
3. Click [Yes].

   A message dialog box appears for notifying that registering to the trusted sites is complete.
4. Click [OK].

Note

Adding to the trusted sites is applied after Internet Explorer restarts. If Internet Explorer was running during the above operation, exit it and then restart it.

Display the Setting Page for a Camera

To set the advanced settings for a camera for which the basic settings are finished, you can open the Setting Page for the camera from this tool.
Perform this operation by selecting and setting one camera at a time.

1. In the camera list, select the camera for opening the Setting Page.
2. Click [Setting Page].

   Internet Explorer launches and the [Windows Security] dialog box appears.
3. Enter the administrator name and password for the camera and click [OK].

   The Setting Page for the camera appears.
   For Setting Page details, please refer to the camera's "Operation Guide".

Note

- To ensure security, exit Internet Explorer after completing the settings on the Setting Page.

- The settings configured on the Setting Page are saved to only the camera and are not reflected in this tool. After configuring the settings, select the camera in the camera list of this tool and then click (Updating the camera information) on the toolbar to update the settings in this tool.

Launch Admin Viewer

You can launch Admin Viewer to check the video of a camera for which the basic settings and the settings of [Setting Page] are finished.
Perform this operation by selecting and setting one camera at a time.

1 In the camera list, select the camera for opening Admin Viewer.

2 Click [Admin Viewer].

Admin Viewer appears.
For details on how to operate the Admin Viewer, please refer to the camera's "Operation Guide".

Note

- Authentication information (user name and password) must be entered in VB-M40, VB-M600VE, VB-M600D, and VB-M700F.
- To ensure security, exit Internet Explorer after completing the operation in Admin Viewer.

Accessing Camera Tools

You can access Camera Angle Setting Tool and admin tools from this tool.
This operation can only be done, one camera at a time.

Important

In Internet Explorer 9 or greater and Windows Server 2008/Windows Server 2012, Internet Explorer's security level for Internet and intranet sites is set to [High] by default. Therefore, to access the tools for a camera, you need to add the IP address of the camera to the trusted sites (P. 31).

Note

The tools in the [Tools] menu that are not supported by the selected camera will appear grayed out.

Launching Camera Angle Setting Tool

Camera Angle Setting Tool allows you to set the camera from a computer after installing a camera or changing a camera's location. When setting the camera angle for an installed camera, you can launch Camera Angle Setting Tool from this tool.

1. In the camera list, select the camera for setting the camera angle.
2. Select [Tools] > [Camera Angle Setting Tool].

   A message appears for confirming whether to launch Camera Angle Setting Tool.
3. Click [Yes].

   For details on Camera Angle Setting Tool, please refer to the camera's "Operation Guide".

Note

- An old version of Camera Angle Setting Tool cannot be launched. Install v4.0 or a later version of Camera Angle Setting Tool. For details on installation, please refer to the camera's "Operation Guide".
- Even if you click [No] in step 3, Camera Angle Setting Tool will launch but it will not connect to any camera. You need to connect to a camera again with Camera Angle Setting Tool.

Launching Admin Tools

When actually using a camera, the camera Admin Tools can be used to configure various operation settings. The Admin Tools of the selected cameras can be launched from this tool.

1. In the camera list, select the camera to launch and be configured by Admin Tools.
2. Click [Tools] to launch a tool.

   You can select any of the following tools.
   - Privacy Mask Setting Tool
   - Panorama Creation Tool
   - View Restriction Setting Tool
   - Preset Setting Tool
   - Intelligent Function Setting Tool
   - Log Viewer
   - Recorded Video Utility

   When you select a tool, Internet Explorer launches and the selected tool dialog box appears.
   For details on how to configure settings using Admin Tools, please refer to the camera's "Operation Guide".

Important

To ensure security, exit Internet Explorer after completing the settings with Admin Tools.

Camera Setting Techniques

This chapter explains how to assign IP addresses simultaneously with the detection of cameras by this tool. It also explains how to load the settings of a camera and then copy them to another camera, or save them to a file and then apply them to multiple cameras.

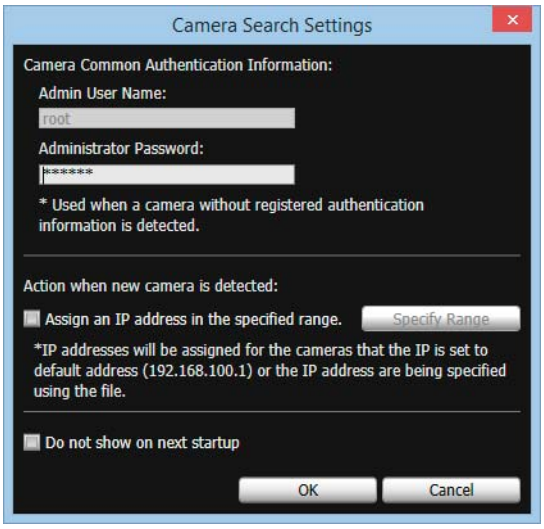
Assigning IPv4 Addresses When Cameras Detected

IP addresses can be assigned simultaneously with the detection of cameras by this tool. Assignment can be carried out in the following ways.

- Specify the IPv4 address range and automatically assign detected cameras
- Load the file (camera specification file) describing the IP addresses

Opening the [Camera Search Settings] Dialog Box

With the initial settings of this tool, the [Camera Search Settings] dialog box opens when the tool launches.


Camera Search Settings
Camera Common Authentication Information:
Admin User Name:
root
Administrator Password:
******
* Used when a camera without registered authentication information is detected.
Action when new camera is detected:
Assign an IP address in the specified range.
Specify Range
*IP addresses will be assigned for the cameras that the IP is set to default address (192.168.100.1) or the IP address are being specified using the file.
Do not show on next startup
OK
Cancel

To open the [Camera Search Settings] dialog box after the tool has launched, select [File] > [Camera Search Settings].

Note

If you select the [Do not show on next startup] check box and then close the [Camera Search Settings] dialog box, the [Camera Search Settings] dialog box will no longer appear when this tool is subsequently launched.

Assigning a Specified Range of IP Addresses to Cameras Automatically

Perform the following operation in the [Camera Search Settings] dialog box.

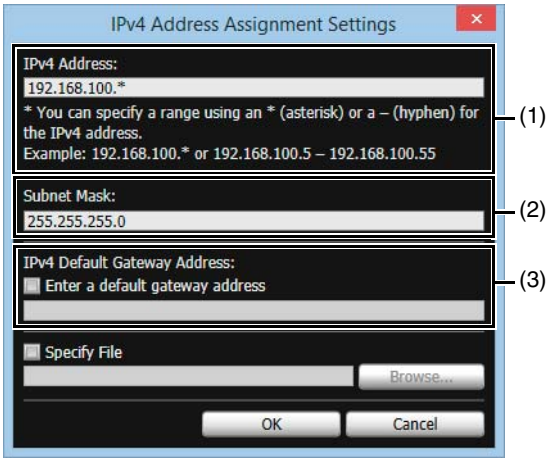
Note

The automatic assignment of IP addresses in a specified range is only available for cameras that still have the factory default IP address (192.168.100.1) set.

1 Select [Assign an IP address in the specified range.] and click [Specify Range].

The [IPv4 Address Assignment Settings] dialog box appears.

2 Enter each item.



(1) [IPv4 Address]
Specify the IPv4 address range (P. 26).

(2) [Subnet Mask]
Enter the subnet mask.

(3) [IPv4 Default Gateway Address]
When assigning a default gateway, select [Enter a default gateway address] and enter the default gateway address.

3 Click [OK].

4 Detect the camera. (P. 16)

Note

If the number of free addresses in the specified IPv4 address range is not enough for the number of cameras, IP address assignment will not be performed.

Assigning IP Addresses According to a Camera Specification File

Creating a Camera Specification File

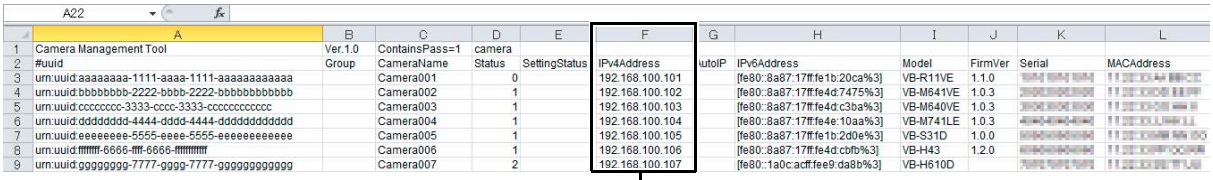
The information of the list of cameras detected with this tool can be saved as a camera specification file. This file describes the association between the IP addresses assigned to cameras and the MAC addresses of those cameras.
Create a camera specification file for assigning IP addresses by detecting the cameras with this tool, saving the information as a camera specification file without assigning IP addresses, and then editing the information in that file.

1 Save a camera specification file (P. 46).

2 Edit a camera specification file (P. 48).

Edit the IPv4 address parts of the items described in the camera specification file.

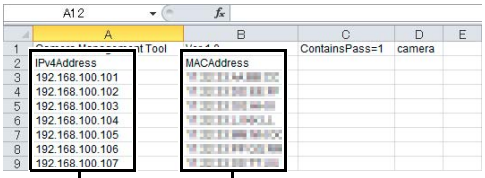
Editing Example 1: Edit a Camera Specification File



	A	B	C	D	E	F	G	H	I	J	K	L
1	Camera Management Tool	Ver.1.0	ContainsPass=1	camera								
2	#uuid	Group	CameraName	Status	SettingStatus	IPv4Address	utoIP	IPv6Address	Model	FirmVer	Serial	MACAddress
3	urn:uuid:aaaaaaaa-1111-aaaa-1111-aaaaaaaaaaaa		Camera001	0		192.168.100.101		[fe80::8a87:17ff:fe1b:20ca%3]	VB-R11VE	1.1.0		
4	urn:uuid:bbbbbbbb-2222-bbbb-2222-bbbbbbbbbbbb		Camera002	1		192.168.100.102		[fe80::8a87:17ff:fe4d:7475%3]	VB-M641VE	1.0.3		
5	urn:uuid:cccccccc-3333-cccc-3333-cccccccccccc		Camera003	1		192.168.100.103		[fe80::8a87:17ff:fe4d:c3ba%3]	VB-M640VE	1.0.3		
6	urn:uuid:dddddddd-4444-dddd-4444-dddddddddddd		Camera004	1		192.168.100.104		[fe80::8a87:17ff:fe4e:10aa%3]	VB-M741LE	1.0.3		
7	urn:uuid:eeeeeeee-5555-eeee-5555-eeeeeeeeeeee		Camera005	1		192.168.100.105		[fe80::8a87:17ff:fe1b:2d0e%3]	VB-S31D	1.0.0		
8	urn:uuid:ffffffff-6666-ffff-6666-ffffffffffff		Camera006	1		192.168.100.106		[fe80::8a87:17ff:fe4d:cbfb%3]	VB-H43	1.2.0		
9	urn:uuid:gggggggg-7777-gggg-7777-gggggggggggg		Camera007	2		192.168.100.107		[fe80::1a0c:acff:fee9:da8b%3]	VB-H610D			

Edit the [IPv4Address] column.

Editing Example 2: Create an IP Address and MAC Address Compatibility Table



	A	B	C	D	E
1			ContainsPass=1	camera	
2	IPv4Address	MACAddress			
3	192.168.100.101				
4	192.168.100.102				
5	192.168.100.103				
6	192.168.100.104				
7	192.168.100.105				
8	192.168.100.106				
9	192.168.100.107				

Create a compatibility table for the camera MAC address and assignable IPv4 address

Loading an Edited Camera Specification File

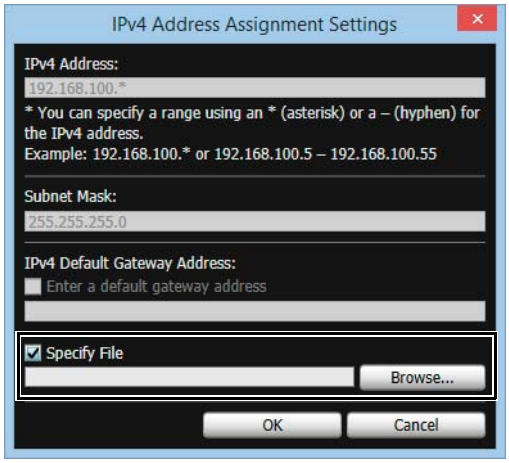
Perform the following operation in the [Camera Search Settings] dialog box.

1 Select [Assign an IP address in the specified range.] and click [Specify Range].

The [IPv4 Address Assignment Settings] dialog box appears.

2 Select [Specify File] and specify the location and file name of the camera specification file.

Enter the folder in which the camera specification file is saved and the file name in the input field. Alternatively, click [Browse] and specify the camera specification file in the dialog box that appears.



3 Click [OK].

4 Detect the camera. (P. 16)

Note

When you have assigned a fixed address, the IP address will be set using the camera specification file even if there is another camera on the network with the same address. Take care that IP addresses are not a duplicated.

Advanced Camera Settings

You can load advanced camera settings and when necessary change settings and save them to the camera. You can also save advanced settings as a file and load the settings on a camera from that file.

Note

Copying advanced settings is only available for cameras that are the same model and use the same firmware version.

Load Advanced Settings From a Camera and Save to a Camera

Advanced settings saved to a camera can be loaded using the following procedures.

1 In the camera list, select the camera to configure advanced settings.

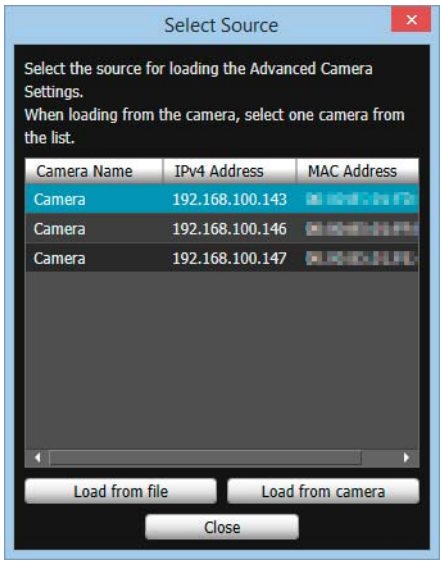
[Advanced Camera Settings] can only be set for cameras in the camera list whose [Connection Status] is displayed as [Connectable] or [Connectable (error)].

2 Click on the toolbar.
Or click [Camera List] > [Camera Settings] > [Advanced Camera Settings].

The [Select Source] dialog box appears. Only cameras that fulfill the following requirements are displayed in the dialog box.

- Cameras selected in step 1 whose [Model Name] and [Firmware Version] are the same
- Whose [Connection Status] is [Connectable] or [Connectable (error)]

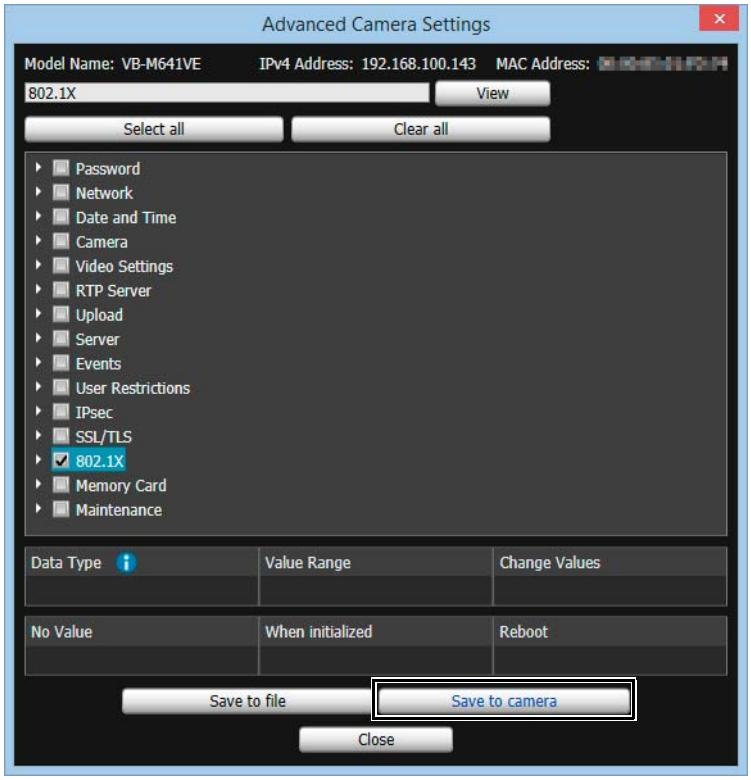
3 Select the camera to load advanced settings to and click [Load from camera].



Loading of the setting information from the selected camera begins. It takes a while for loading to finish. When loading is finished, the [Advanced Camera Settings] dialog box appears.

4 Editing the Advanced Setting Information (P. 42)

5 Click [Save to camera].



Edited advanced settings are saved to the camera selected in step 1.

6 Click [Close] in the [Advanced Camera Settings] dialog box.

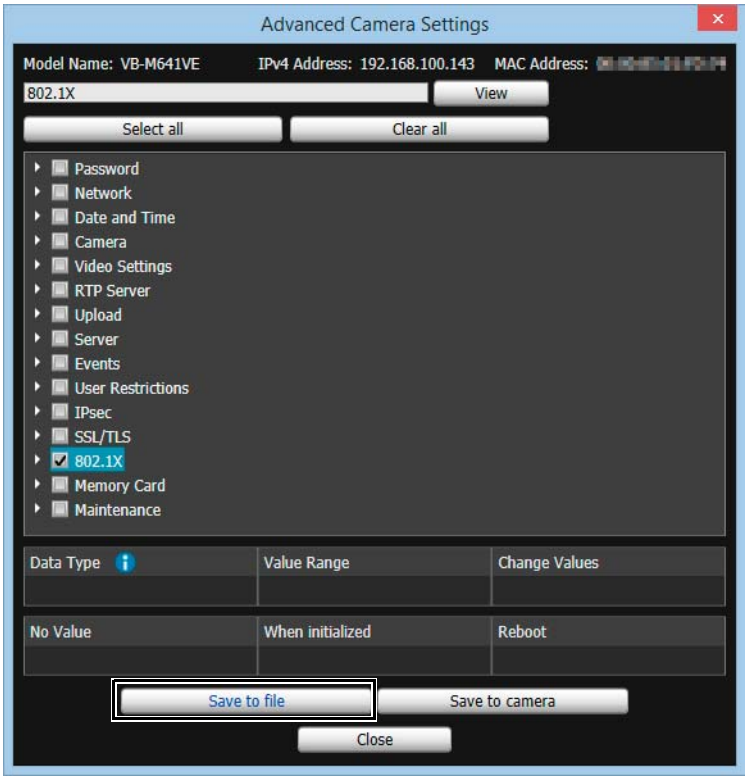
The [Advanced Camera Settings] dialog box closes.

Save Advanced Settings as a File

Settings loaded in [Advanced Camera Settings] can be saved as a file. For example, you can save the advanced camera settings of a particular moment from the camera to a file, and recall these settings later by saving them back to a camera.

1 Carry out steps 1 to 4 in “Load Advanced Settings From a Camera and Save to a Camera” (P. 39).

2 Click [Save to file].



The [Save As] dialog box appears.

3 Specify the save location and file name of the file and click [Save].

The [Save As] dialog box closes and the [Advanced Camera Settings] dialog box is redisplayed.

4 Click [Close] in the [Advanced Camera Settings] dialog box.

The [Advanced Camera Settings] dialog box closes.

Note

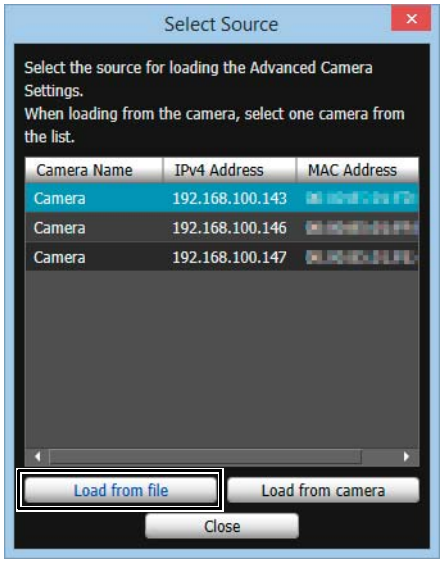
Advanced camera settings are saved in XML format. Note that if you change the content of the XML file, the file will not be loaded properly when saving it to a camera using this tool.

Load Advanced Settings From a File

Advanced settings saved as a file can be reloaded using this tool.

1 Carry out steps 1 and 2 in “Load Advanced Settings From a Camera and Save to a Camera” (P. 39).

2 Click [Load from file].



The [Open] dialog box appears.

3 Specify the advanced camera settings file you want to edit and click [Open].

The setting information of the specified file is loaded. When loading is finished, the [Advanced Camera Settings] dialog box appears.

Note

Only XML files saved with this tool (P. 40) can be loaded. XML files edited using another editor may not load properly.

4 Edit the advanced setting information (P. 42).

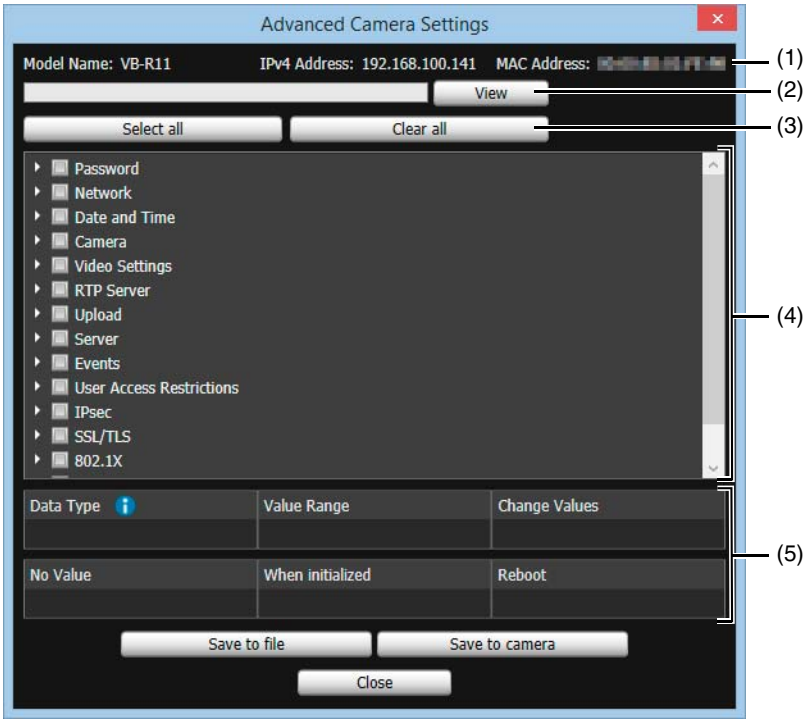
5 Perform [Save to file] or [Save to camera], and close the [Advanced Camera Settings] dialog box.

Editing the Advanced Camera Setting Information

Settings loaded from the camera or a file appear in the [Advanced Camera Settings] dialog box. This setting information is the same as that which can be set on the [Setting Page] for a camera. All advanced camera settings can be edited in the [Advanced Camera Settings] dialog box.

Note

- For Setting Item details, please refer to the camera's "Operation Guide".
- The setting items of the [Setting Page] that need to be configured individually for each camera cannot be edited in the [Advanced Camera Settings] dialog box.



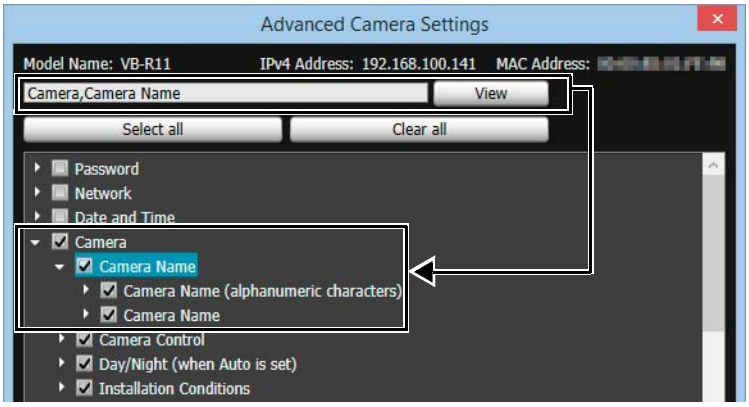
(1) Information on advanced settings load source

Displays the camera name, IPv4 address, and MAC address loaded to the [Advanced Camera Settings].

(2) Setting item path display

Displays the path of the item selected in the setting item list. When a lower level item in the tree view is selected, the lower level item is displayed after the upper level item separated by a comma.

If you enter a setting item in the input field and click [View], a search of the specified path is performed. If the setting item cannot be found, the corresponding place in the setting item list opens.



(3) [Select all], [Clear all]

Selects or clears all of the check boxes in the setting item list at the same time.

(4) Advanced settings list

Displays the setting items in tree view. Change or edit settings here, and then select the setting items to save to the camera or file.

(5) Setting item information display

Displays the attributes of the selected setting item.

If you align the mouse pointer with ⓘ of [Data Type], an explanation of the data type appears.

Chapter 4

Camera Specification File Use

The information displayed in the camera list of this tool can be saved and edited as a camera specification file. You can load camera specification files when the tool is launched, and use them to manage over 64 cameras.

Saving a Camera Specification File

The information of the camera list can be saved as a camera specification file. When launching this tool the next time, the content of the camera list when exiting the tool the previous time can be loaded, and saved camera specification files can be used as a base for settings by a different camera.

Save When Exiting the Tool

You can save a camera specification file when exiting this tool. You can specify whether to load the camera specification file the next time the tool launches.

Note

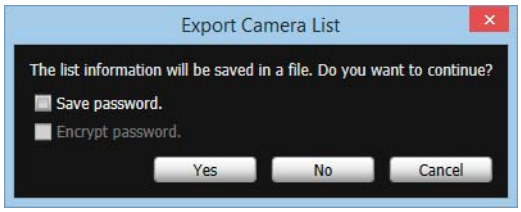
Camera specification files can be saved when exiting this tool, if the [Enable camera specification file] check box is selected in [File] > [Environmental Settings] (P. 50) and the [Do not save on exit] check box is not selected.

1 Click [File] > [Exit].

The [Export Camera List] dialog box appears.

2 Specify whether to include the camera password information in the camera file.

To include the password when saving the camera specification file, select [Save password].
Furthermore, to encrypt the password when saving the camera specification file, select [Encrypt password].



3 Click [Yes] to save the camera specification file.

The [Save As] dialog box appears.
If you click [No], the tool will be shut down without saving the camera list information to a file.

4 Specify the folder in which to save the file and the file name and click [Save].

A message for confirming whether to load the camera specification file the next time the tool launches (P. 50).

5 Click [Yes] to load the camera specification file.

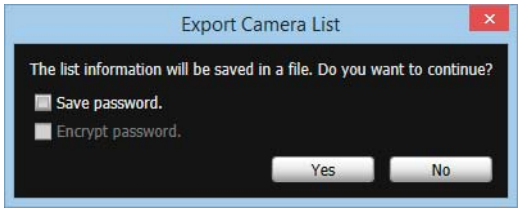
The tool will be shut down.
If you click [No], the camera specification file will not be loaded the next time this tool is launched.

Save Using the Menu

Camera specification files can be saved using the following procedures while the tool is running.

1 Click [File] > [Save Camera Specification File].

The [Export Camera List] dialog box appears.



2 Click [Yes].

When [Save As] appears, specify the folder and file name to save under, and save the camera specification file.

Edit a Camera Specification File

A camera specification file is a file in CSV format so you can use a saved camera specification file as a base and edit it to match the network environment for connecting cameras.

Camera Specification File Configuration

First line (header)

It is described as follows.

```
Camera Management Tool,Ver.1.0,ContainsPass=[0|1|2],[Common Password]
```

The “ContainsPass” value becomes as follows depending on the settings of the [Export Camera List] dialog box at the time of saving.

Value	[Export Camera List] Dialog Box Settings
0	The [Save password] check box is not selected.
1	The [Save password] check box is selected and the [Encrypt password] check box is not selected.
2	Both the [Save password] and [Encrypt password] check boxes are selected.

Described only when the “ContainsPass” value for the [Common Password] is “1” or “2”.

Second line and below (export item)

The 21 export items are described separated by commas in the second line and below. The item name is described in the second line, and the third line and below are used to describe camera export items, with one line per camera.

```
#uuid,Group,CameraName,Status,SettingStatus,IPv4Address,AutoIP,IPv6Address,Model,FirmVer,Serial,
MACAddress,Word,Port,SSL,Notes,BuildNo,Bkup,HWID,SubnetMask,DefaultGateway
urn:uuid:aaaaaaaa-1111-aaaa-1111-aaaaaaaaaaaa,,"Camera001",1,,192.168.100.141,169.254.123.123,
[fe80::200:85ff:fe01:fe98],VB-R11,1.0.0,000000000000,00:00:00:00:00:00,,80,0,,3771,,2E,255.255.255.0,
urn:uuid:bbbbbbbb-2222-bbbb-2222-bbbbbbbbbbbb,,"Camera002",1,,192.168.100.147,169.254.107.123,
[fe80::200:85ff:fe01:fe48],VB-M741LE,1.0.0,111111111111,11:11:11:11:11:11,,80,0,,3771,,45,255.255.255.0,
urn:uuid:cccccccc-3333-cccc-3333-cccccccccccc,,"Camera003",1,,192.168.100.143,169.254.217.14,
[fe80::200:85ff:fe01:fd74],VB-M641VE,1.0.0,222222222222,22:22:22:22:22:22,,80,0,,3771,,31,255.255.255.0,
```

Export item

Item	Description	Remarks
uuid	Unique identifier of camera	
Group	Group name	Can be entered in the camera list of this tool.
CameraName	Camera name	Within 15 characters
Status	Connection status of camera 0: Not connectable 1: Connectable 2: Authentication required 3: Connectable (error)	
SettingStatus	Last performed operation	
IPv4Address	IPv4 address	
AutoIP	IPv4 address (AutoIP)	

Item	Description	Remarks
IPv6Address	IPv6 address	Link local address only (An address that was set manually or set automatically using RA or DHCPv6 is not exported.)
Model	Model name of camera	
FirmVer	Firmware version	
Serial	Serial number	
MACAddress	MAC address	Described in uppercase.
Word	Administrator password for the camera.	This is blank if [Save password] was not selected in the [Export Camera List] dialog box at the time of saving or passwords were not entered individually for the cameras.
Port	HTTP/HTTPS port for camera	
SSL	Whether SSL communication 0: Disabled 1: Enabled	
Notes	Remarks	Can be entered in the camera list of this tool.
BuildNo	Build number	
Bkup	Save location for the settings backup file	This is blank if it is the same as the save location of the backup file specified in the [Environmental Settings] dialog box.
HWID	Hardware ID	
SubnetMask	Subnet mask (IPv4)	
DefaultGateway	Default gateway address (IPv4)	

How to Edit a Camera Specification File

A camera specification file can be edited with Excel or other spreadsheet software or with Notepad or another text editor.

Important

- If you create the camera specification file with Exel, select [CSV (Comma delimited) (* .csv)] when saving.
- If you create the camera specification file with a text editor like Notepad, surround each setting item with double quotation marks, and separate the items with commas. Give the file the .csv extension when saving.
- Up to 64 cameras can be specified in a camera specification file.
- A camera specification file must be saved as UTF-8. Do not save with other encoding when saving.
- If there are more than three commas in the first line (header) or the “ContainsPass” value is other than 0, 1, or 2, an error will occur when loading the camera specification file.
- If the number of items described on line two does not match the number of export items on lines three and below, an error will occur when loading the camera specification file.
- If a fixed IP address is specified for the IPv4 address, the specified IP address is set even when a camera with the same address exists in the same network. Take care that an IP address is not a duplicate of that of an already set camera.

Note

You can specify a range for IPv4 addresses (P. 26).

Load a Camera Specification File

You can load a saved camera specification file to display that information in the camera list of this tool. You can also configure the tool so that the camera specification file is automatically loaded when this tool launches.

1 Select [File] > [Load camera specification file].

The [Open] dialog box appears.

2 Specify the save location and file name of the camera specification file and click [Open].

The camera list is displayed in this tool according to the camera specification file.

Note

If you changed the camera settings after creating a camera specification file, load the camera specification file in this tool and click to update the camera information.

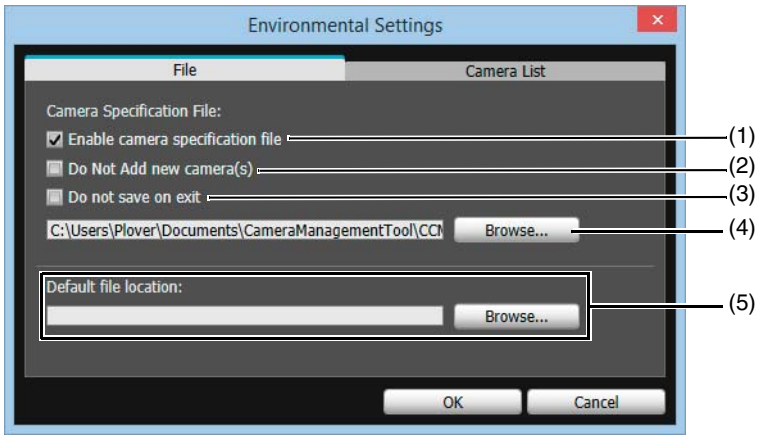
Loading the Camera Specification File Automatically at Launch

You can set whether to load the camera specification file automatically when this tool launches.

1 Select [File] > [Environmental Settings].

The [Environmental Settings] dialog box appears.

2 Configure the settings for the camera specification file on the [File] tab.



(1) [Enable Camera Specification File]
Select this check box to automatically load a camera specification file at launch. If you select this check box, enter the save location and file name of the camera specification file in the input field.

(2) [Do Not Add new camera(s)]
Select this when you want to limit cameras displayed in the list to those described in the camera specification file. Selecting this disables addition of cameras to the list, using searches and manual addition and deleting of cameras.
This is only available when [Enable camera specification file] is selected. When this check box is selected, [Use camera specification file] is grayed out and the setting cannot be changed.
When you load a different camera specification file, the current list is completely discarded and only the cameras in the newly loaded camera specification file are displayed in the list.
When you load a different camera specification file, the current list is completely discarded, and only the cameras in the newly loaded camera specification file will appear in the list.

(3) [Do not save on exit]
This is available when [Enable camera specification file] is selected. Select this check box if you do not want the [Export Camera List] dialog box to be displayed when this tool is exited.

(4) Camera specification file input field
Enter the save location and file name of the camera specification file in the input field.

(5) [Default file location]
Specify a default location to save files, such as camera specification files and backup files, created with this tool.

Note

If the camera specification file is saved with a different save location or file name than that specified in the [Environmental Settings] dialog box and [Yes] is clicked in the message for confirming whether to load the camera specification file at the next launch, the input field of the [Environmental Settings] dialog box is overwritten with the file name with which the file was saved.

3 Click [OK].

Chapter 5

Camera Maintenance

This chapter explains how to perform various maintenance work for cameras such as updating the firmware, backing up and restoring the settings, and mounting and unmounting memory cards.

Update the Firmware

The firmware can be updated for multiple cameras.

Important

- Do not disconnect a network cable or turn off the power of a camera during the firmware update process. Doing so may cause a camera to malfunction.
- If there is a power failure during the update process or the firmware update does not finish normally, the camera firmware may be corrupted. If a camera cannot be accessed after recovery from a failure, contact the retailer.
- Do not launch this tool on multiple computers and then perform a firmware update simultaneously from multiple computers. Doing so may cause a camera to malfunction.
- Do not use a firmware file that has been edited or manipulated.
- After updating the firmware, the camera will restart, temporarily interrupting all connections.
- This tool cannot be operated on computers in which firmware is being updated.

1 In the camera list, select the cameras for updating the firmware.

2 Click on the toolbar.
Or click [Maintenance] > [Update Firmware].

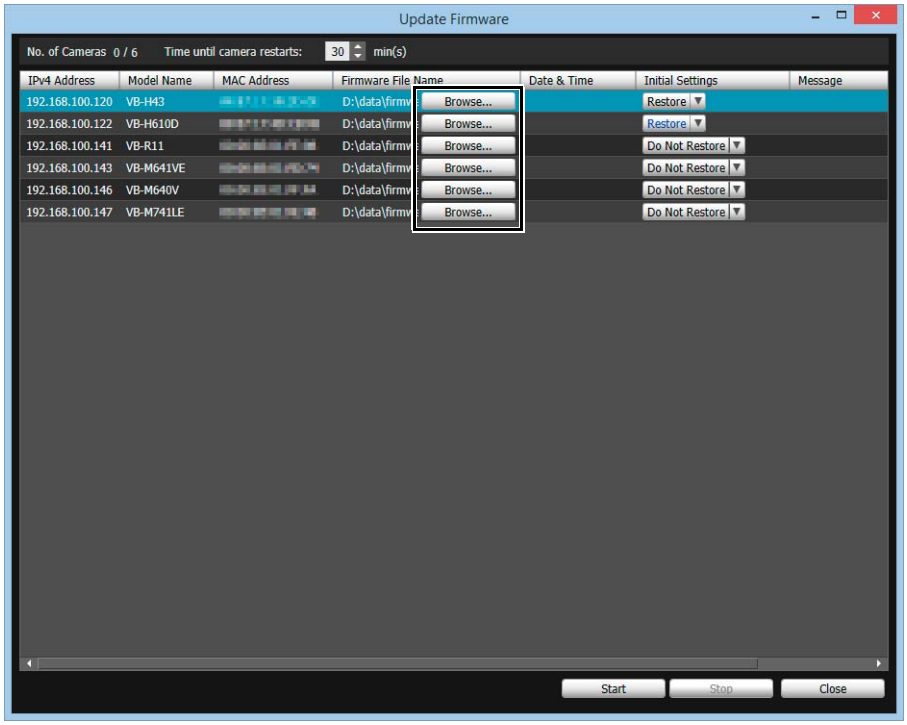
A message appears to display precautions on updating the firmware.

3 Carefully read the message and then click [Yes] to continue the procedure.

The [Update Firmware] dialog box appears.

4 Specify the firmware file.

Click [Browse] and then specify the firmware file in the dialog box that appears.



Note

You can copy and paste firmware file names using keyboard operations. Copy the firmware file name by pressing the Ctrl+C keys, and paste by selecting the destination row and pressing the Ctrl+V keys. You can select multiple copy destinations by holding the Ctrl key while clicking.

5 To restore the cameras to the default settings when updating the firmware, select [Restore] for [Initial Settings].

If you select [Restore], all user settings except the following will be erased and restored to the factory default settings after the firmware is updated.

- Administrator password of the basic settings, LAN, IPv4, IPv6
- Date and time
- Host access restrictions for security
- SSL / TLS
- 802.1X

To keep the current settings of the cameras, select [Do Not Restore] for [Initial Settings].

6 Specify the time until cameras restart after starting the update process in [Time until camera restarts] in minutes (30 to 60).

If the actual total firmware update time for all cameras is longer than the time specified here, you can close the firmware update screen after the specified time has elapsed and perform other operations. However, cameras for which the firmware is still being updated cannot be operated.
Conversely, if the actual total firmware update time is shorter than the time specified here, you can close the screen and perform other operations immediately after the update process is complete.

7 Click [Start].

Updating of the firmware begins.
During update, a progress bar appears in the [Message] field. When update has finished a message indicating the updated status appears.

Note

You can stop the firmware update part way through by clicking [Stop]. However, the process cannot be canceled for cameras that have entered the restarting stage.

Back Up Setting Values

You can batch back up the settings of multiple cameras. The camera setting information can be loaded and then exported as a backup file. A backup file can be used to restore the same settings as when the cameras were backed up or to apply the same settings to other cameras.

Important

- Do not disconnect a network cable or turn off the power of a camera during the backup process. Doing so may cause a camera to malfunction.
- Do not launch this tool on multiple computers and then perform a backup simultaneously from multiple computers. Doing so may cause a camera to malfunction.
- Back up cameras while there is no connection to them. If, for example, a camera's Admin Viewer/VB Viewer or an Admin Tools is open, close it.

Specifying the Save Location for Backup Files

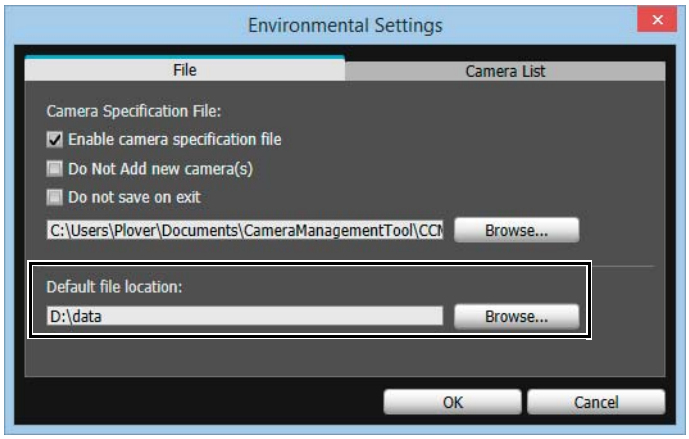
Before performing a backup, specify the save location for backup files.

1 Select [File] > [Environmental Settings].

The [Environmental Settings] dialog box appears.

2 Set the default save location for backup files on the [File] tab.

Click [Browse] and specify the save location for backup files in the dialog box that appears. The specified folder is displayed in [Default file location].



3 Click [OK].

Performing a Backup

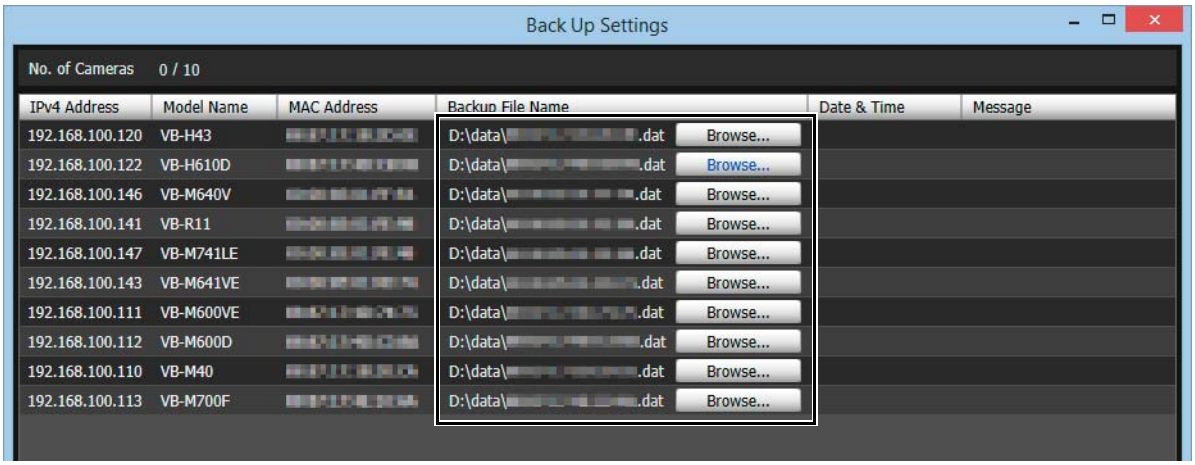
1 In the camera list, select a camera whose settings you want to back up.

2 Click on the toolbar.
Or click [Maintenance] > [Back Up Settings].

The [Back Up Settings] dialog box appears.

3 Specify the save location for backup files

In the backup dialog box, the folder specified as the save location for backup files in the [Environmental Settings] dialog box is displayed as the backup destination. If you wish to change the backup destination, click [Browse] and then specify the save location in the dialog box that appears.


Back Up Settings
No. of Cameras 0 / 10
IPv4 Address
Model Name
MAC Address
Backup File Name
Date & Time
Message
192.168.100.120 VB-H43 D:\data\ .dat Browse...
192.168.100.122 VB-H610D D:\data\ .dat Browse...
192.168.100.146 VB-M640V D:\data\ .dat Browse...
192.168.100.141 VB-R11 D:\data\ .dat Browse...
192.168.100.147 VB-M741LE D:\data\ .dat Browse...
192.168.100.143 VB-M641VE D:\data\ .dat Browse...
192.168.100.111 VB-M600VE D:\data\ .dat Browse...
192.168.100.112 VB-M600D D:\data\ .dat Browse...
192.168.100.110 VB-M40 D:\data\ .dat Browse...
192.168.100.113 VB-M700F D:\data\ .dat Browse...

Note

- You can specify the name of the backup file (file extension: dat). If you choose not to specify a file name, the camera's MAC address will be used.
- If the save location for backup files is not changed, the last backup file will be overwritten each time a backup is repeated. If you wish to keep a previous backup file, copy the backup file or change the save location in the backup dialog box.

4 Click [Start].

A confirmation message appears asking if you want to back up settings.

5 Click [Yes].

Backing up of the camera settings begins.

Note

You can stop the backup process part way through by clicking [Stop]. In that case, the backup will only be stopped for those cameras waiting for the process to be performed.

Restoring Settings

You can use backup files created with this tool to restore camera setting values. You can restore camera settings to the point in time a backup was made, or migrate settings to other cameras.

Important

- Do not disconnect a network cable or turn off the power of a camera during the restore process. Doing so may cause a camera to malfunction.
- Do not launch this tool on multiple computers and then perform a restore simultaneously from multiple computers. Doing so may cause a camera to malfunction.
- Restore cameras while there is no connection to them. If, for example, a camera's Admin Viewer/VB Viewer or an Admin Tools is open, close it.
- Only files saved as backups using [Back Up Settings] of this tool can be restored (P. 56). A camera cannot be restored with a backup file that has been edited or manipulated.

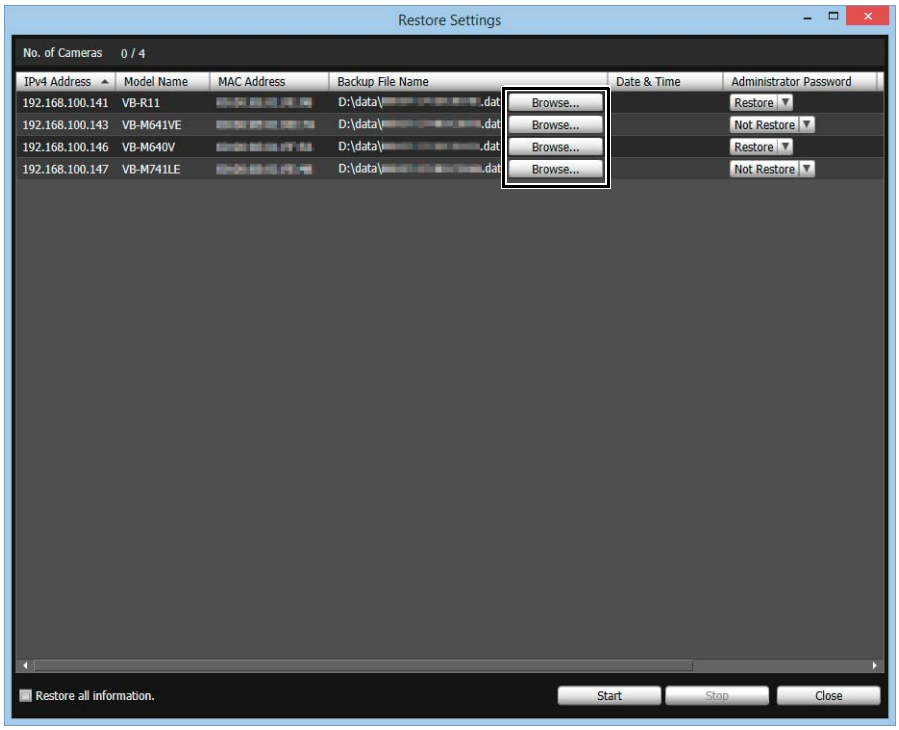
1 In the camera list, select the cameras for restoring settings.

2 Click on the toolbar.
Or click [Maintenance] > [Restore Settings].

The [Restore Settings] dialog box appears.

3 Specify the backup file with the saved restore settings.

For each camera, click [Browse] and specify the save location and file name for the backup file in the dialog box that appears.



4 Select whether or not to restore the administrator password.

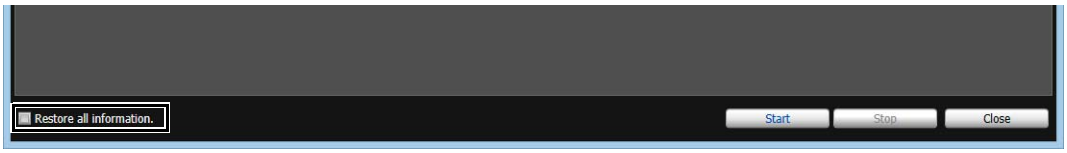
Important

If a password restore is performed, the password setting when the backup file was created will be restored. Be sure to verify the administrator password for when the backup file was created.

5 To restore all settings for a camera, select [Restore all information].

Important

If you have selected [Restore all information], IP addresses, network settings, and SSL/IPsec secure communication information will also be restored. This may result in duplicated camera IP addresses after the restore is complete. Please beware when executing this operation.



6 Click [Start].

A confirmation message for restoring the setting values appears.

7 Click [Yes].

Restoring of the camera setting values begins.

Note

You can stop the restore process part way through by clicking [Stop]. In that case, the restore will only be stopped for those cameras waiting for the process to be performed.

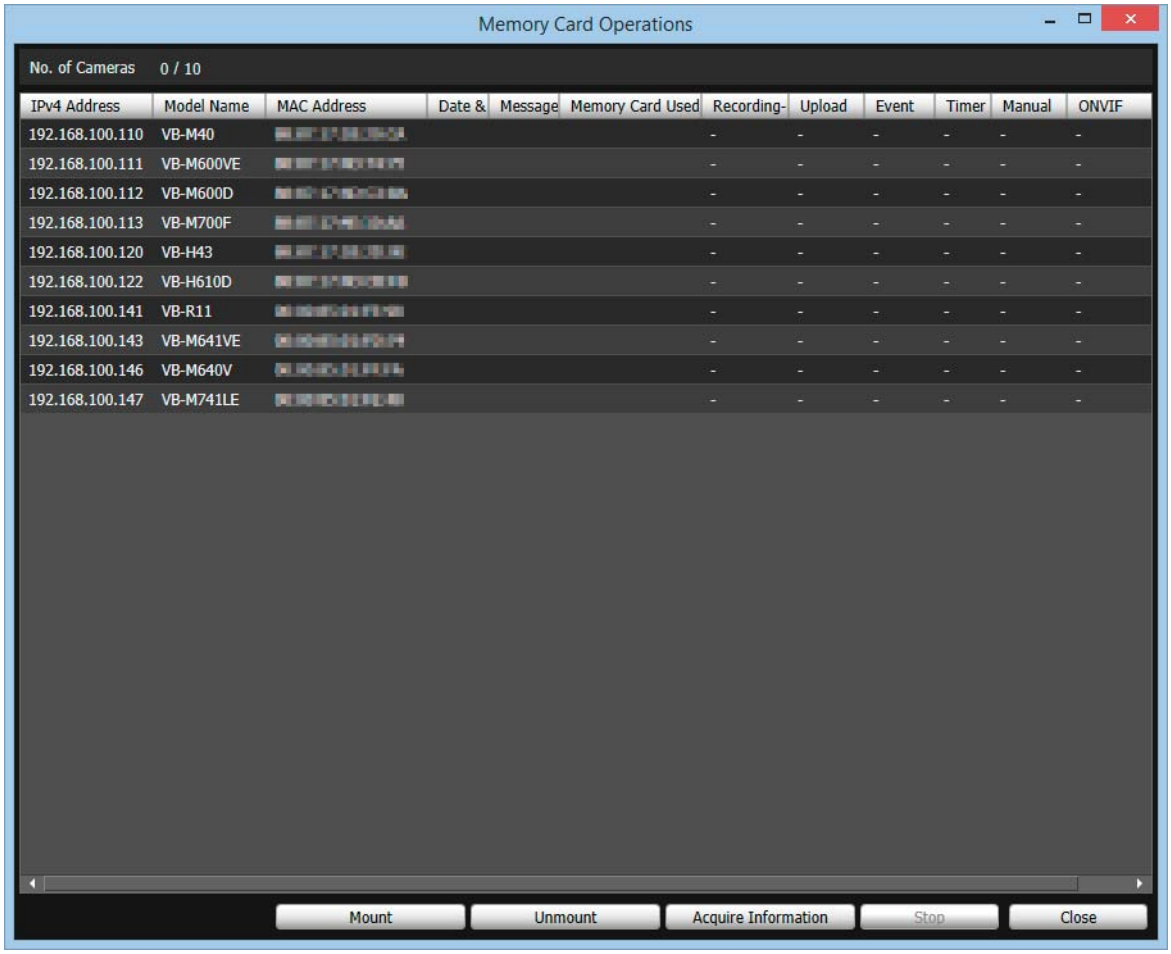
Mount / Unmount Memory Cards

You can mount and unmount memory cards inserted in cameras, and acquire information from the memory cards. You can also unmount memory cards in multiple cameras at the same time when, for example, turning the power of the cameras off or ejecting the memory cards.

1 Select the cameras for performing the memory card operation.

2 Click on the toolbar.
Or click [Maintenance] > [Memory Card Operations].

The [Memory Card Operations] dialog box appears.



3 Perform the memory card operation.

Click one of the following buttons to perform an operation. The operation being performed is displayed under [Message] of the list.

[Mount]
Mounts the memory cards of the selected cameras.

[Unmount]
Unmounts the memory cards of the selected cameras.

Note

If you click [Unmount] on VB-M40, VB-M600VE, VB-M600D, and VB-M700F when a memory card is not inserted, [Unmounted] appears in the message box.

[Acquire Information]
Acquires the information of the mounted memory cards and displays it in the list.
The [Can Save] or [Cannot Save] display for the recording types ([Recording-Mode Stream], [Upload], [Event],

[Timer], [Manual], [ONVIF]) indicates whether or not the regulation number of recordable images has been exceeded for each type of video recording.

Restart the Camera

You can batch restart multiple cameras.

1. In the camera list, select the cameras to restart.
2. Select [Maintenance] > [Restart Camera].

   A dialog box appears for confirming whether to restart the selected cameras.
3. Click [Yes].

   The cameras restart.

Note

Even after a camera is restarted, [Connection Status] may still not change to [Connectable]. Click (Update Camera Information) to update camera information.

Restore the Camera to the Initial Settings

You can batch restore default settings to multiple cameras.

Important

- Never turn the power of a camera off during the process to restore the default settings. If the power is turned off, the camera may no longer operate normally.
- The process to restore the default settings cannot be stopped.
- All settings are restored to factory default settings except for network information and date/time information. You should back up the current settings before restoring the default settings (P. 56).

1 In the camera list, select the cameras to restore to default settings.

2 Select [Maintenance] > [Restore the camera to the initial settings].

A dialog box appears for confirming whether to restore the selected cameras to the default settings.

3 Click [Yes].

All user settings except the following items will be erased and restored to the factory default settings after the restart.

- Administrator password of the basic settings, LAN, IPv4, IPv6
- Date and Time
- Host access limitation in security
- SSL / TLS
- 802.1X

Chapter 6

Troubleshooting

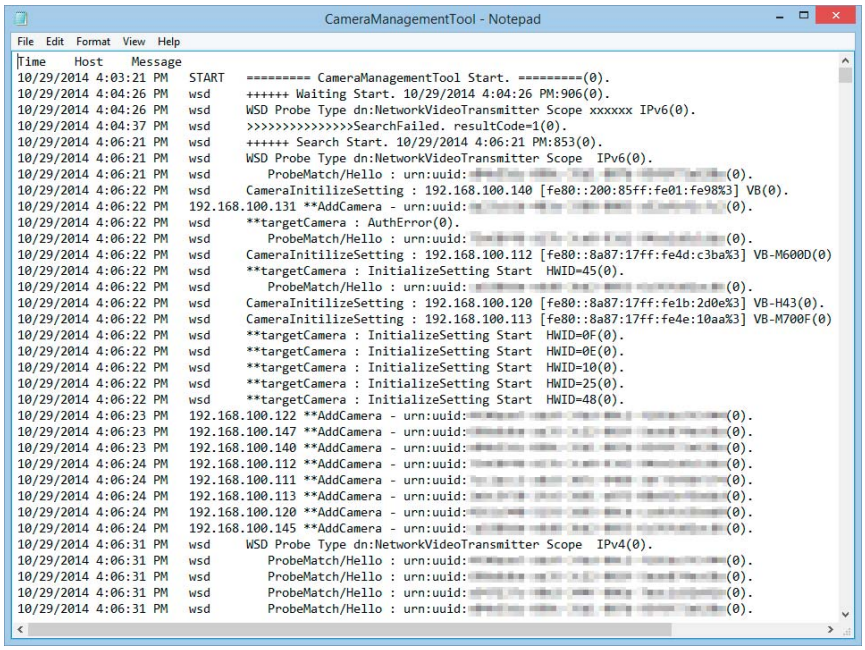
This chapter explains about operation log display, message lists, and troubleshooting.

Displaying the Operating Log

The processing results of this tool are automatically saved to a log file (CameraManagementTool.log).

1 Select [File] > [Display Operating Log].

The text editor (Notepad) launches and the information in the log file of this tool appears.


CameraManagementTool - Notepad
File Edit Format View Help
Time Host Message
10/29/2014 4:03:21 PM START ========= CameraManagementTool Start. =========(0).
10/29/2014 4:04:26 PM wsd ++++++ Waiting Start. 10/29/2014 4:04:26 PM:906(0).
10/29/2014 4:04:26 PM wsd WSD Probe Type dn:NetworkVideoTransmitter Scope xxxxxx IPv6(0).
10/29/2014 4:04:37 PM wsd >>>>>>>>>>>>>>>SearchFailed. resultCode=1(0).
10/29/2014 4:06:21 PM wsd ++++++ Search Start. 10/29/2014 4:06:21 PM:853(0).
10/29/2014 4:06:21 PM wsd WSD Probe Type dn:NetworkVideoTransmitter Scope IPv6(0).
10/29/2014 4:06:21 PM wsd ProbeMatch/Hello : urn:uuid:
10/29/2014 4:06:22 PM wsd CameraInitilizeSetting : 192.168.100.140 [fe80::200:85ff:fe01:fe98%3] VB(0).
10/29/2014 4:06:22 PM 192.168.100.131 **AddCamera - urn:uuid:
10/29/2014 4:06:22 PM wsd **targetCamera : AuthError(0).
10/29/2014 4:06:22 PM wsd ProbeMatch/Hello : urn:uuid:
10/29/2014 4:06:22 PM wsd CameraInitilizeSetting : 192.168.100.112 [fe80::8a87:17ff:fe4d:c3ba%3] VB-M600D(0)
10/29/2014 4:06:22 PM wsd **targetCamera : InitializeSetting Start HWID=45(0).
10/29/2014 4:06:22 PM wsd ProbeMatch/Hello : urn:uuid:
10/29/2014 4:06:22 PM wsd CameraInitilizeSetting : 192.168.100.120 [fe80::8a87:17ff:fe1b:2d0e%3] VB-H43(0).
10/29/2014 4:06:22 PM wsd CameraInitilizeSetting : 192.168.100.113 [fe80::8a87:17ff:fe4e:10aa%3] VB-M700F(0)
10/29/2014 4:06:22 PM wsd **targetCamera : InitializeSetting Start HWID=0F(0).
10/29/2014 4:06:22 PM wsd **targetCamera : InitializeSetting Start HWID=0E(0).
10/29/2014 4:06:22 PM wsd **targetCamera : InitializeSetting Start HWID=10(0).
10/29/2014 4:06:22 PM wsd **targetCamera : InitializeSetting Start HWID=25(0).
10/29/2014 4:06:22 PM wsd **targetCamera : InitializeSetting Start HWID=48(0).
10/29/2014 4:06:23 PM 192.168.100.122 **AddCamera - urn:uuid:
10/29/2014 4:06:23 PM 192.168.100.147 **AddCamera - urn:uuid:
10/29/2014 4:06:23 PM 192.168.100.140 **AddCamera - urn:uuid:
10/29/2014 4:06:24 PM 192.168.100.112 **AddCamera - urn:uuid:
10/29/2014 4:06:24 PM 192.168.100.111 **AddCamera - urn:uuid:
10/29/2014 4:06:24 PM 192.168.100.113 **AddCamera - urn:uuid:
10/29/2014 4:06:24 PM 192.168.100.120 **AddCamera - urn:uuid:
10/29/2014 4:06:24 PM 192.168.100.145 **AddCamera - urn:uuid:
10/29/2014 4:06:31 PM wsd WSD Probe Type dn:NetworkVideoTransmitter Scope IPv4(0).
10/29/2014 4:06:31 PM wsd ProbeMatch/Hello : urn:uuid:
10/29/2014 4:06:31 PM wsd ProbeMatch/Hello : urn:uuid:
10/29/2014 4:06:31 PM wsd ProbeMatch/Hello : urn:uuid:
10/29/2014 4:06:31 PM wsd ProbeMatch/Hello : urn:uuid:

2 Check the log information.

Lists of Messages

Three types of messages are displayed in this tool.

- Information messages (information display level messages)
- Warning messages (messages urging caution)
- Error messages (message indicating errors)

When warning messages and error messages appear, take the corresponding measures as described in the following tables.

Warning Messages

Message	Description
The specified backup file is invalid or broken.	The specified file is not a backup file or is a backup file that has been modified. Specify the correct backup file. If a backup file created with this tool is modified, it will no longer be able to be loaded properly. If a backup file has been modified, create it again.
The specified backup file cannot be restored because it is incompatible with the specified camera.	The model of the restore destination does not match the model for which the backup file was created. Specify a backup file for a model that is the same as the camera to be restored.
The specified backup file cannot be found.	A file that does not exist is specified as the backup file in the restore dialog box. Check the file name and save location of the backup file.
The specified firmware file is invalid or broken.	The firmware of a different model is specified. Specify the correct firmware file. The firmware cannot be updated with a modified firmware file. If the firmware file is corrupted, download it again.
The specified firmware file cannot be installed because it is incompatible with the specified camera.	The model name of the firmware file and the model name of the camera do not match. Check the combination of the camera in the camera list and the target model of the firmware file. If both models do not match, the firmware cannot be updated.
Memory Card Not Inserted.	A memory card operation (mount, unmount, or acquire information) was executed while a memory card was not inserted in the camera. Insert a memory card in the camera.
Could not connect to the camera.	A camera with which a connection is not possible was selected and then an operation that results in communication with the camera was performed. Check the connection with the camera.
Could not connect to the camera. Please verify that the IP address, port number, user name, and password are correct.	A connection to the camera could not be established when applying the basic settings or advanced settings of the camera. Correctly specify the IPv4 address, port number, user name, and password.
Install the firmware to the camera as directed in the entered camera information. Be sure to check the details of the camera information before installation. • This tool overwrites the Flash ROM. If the upgrade completes unsuccessfully, the camera may not operate properly. Take particular care when you proceed with the upgrade process. • Do not unplug the LAN cable or turn off the camera during installation. Do not turn off the camera. • All settings of the cameras for which you ticked “Revert to Initial Settings” will be restored to the factory default settings except the network and date configuration.	This message is always displayed when a firmware update is executed. Check the details of the message. If you click [Yes], the firmware update will start.
The format of the value is invalid.	A filtering condition specified in [Search and Filter] is inappropriate. Specify the filtering conditions again.
Cannot add camera. Maximum number of cameras reached.	An attempt was made to add a camera manually or the button was clicked when 64 cameras have been added to the camera list. Cancel the adding of the new camera or delete a camera from the list.

Message	Description
User authentication failed.	Incorrect authentication information (user name and password) was entered. Enter the correct authentication information.
Not found.	A camera that matches the search conditions specified in [Search and Filter] could not be found. Specify the search conditions again.
Application could not be started (<tool name>).	The tool selected in the [Tools] menu failed to launch. Check the connection with the camera. Only Camera Angle Setting Tool will launch but the angle cannot be set. Check the connection and then perform the operation again.
Invalid file.	The format of the camera specification file specified in the IPv4 address assignment settings is invalid. Correct the descriptions in the camera specification file and then configure the IPv4 address assignment setting again.
Please enter the file name.	A camera specification file was not specified with the IPv4 address assignment settings. Please enter the camera specification file.
A camera with this IP address has already been registered.	The specified camera IPv4 address already exists in the camera list. Check the IPv4 addresses of the camera list and then specify an IPv4 address that will not be a duplicate.
Please specify a firmware file name.	A firmware update was executed without specifying a firmware file. Specify the firmware file.
The specified firmware file cannot be found.	The specified firmware file could not be found. Check that the firmware file exists in the specified folder and then specify the correct save location folder and file name.
Please specify a backup file name.	The name and save location folder of the backup file are not specified. Specify the folder where the backup file is saved and the file name.
Failed to create a backup file under the specified path.	A nonexistent folder name or file name has been specified as the storage destination of the backup file. Specify the correct storage destination and file name.
Please enter the IP address.	The IPv4 address is not specified. Specify the IPv4 address of the camera.
Please enter the port number. (80, 1024-65535)	The port number is not specified or a numerical value other than 80, 443, or 1024 to 65535 is specified. Specify a correct port number.
Please enter the port number. (443, 1024-65535)	
The file name is duplicated.	When backing up setting values, the same backup file name is specified for multiple cameras. Please specify a different file name.
Operation failed camera(s) exist. Please recheck your recent operations.	Changed settings could not be applied to some cameras. Please recheck [Recent Operations] in the camera list.
Please enter the camera specification file name.	A camera specification file is not specified even though [Enable camera specification file] is selected in the [Environmental Settings] dialog box's [File] tab. Please enter the camera specification file.
The specified path <the drive name and the folder name> is unavailable.	[Enable camera specification file] is selected in the [Environmental Settings] dialog box's [File] tab and an invalid drive or folder is specified as the camera specification file's save location. Please re-specify the camera specification file save location.
Unable to write to the specified folder: <the folder name>.	[Enable camera specification file] is selected in the [Environmental Settings] dialog box's [File] tab, however an invalid folder is specified as the camera specification file's save location. Please re-specify the camera specification file save location.

Error Messages

Message	Description
Firmware upgrade completed unsuccessfully. The camera's firmware might be corrupted. If you cannot access the camera after waiting about <duration> minutes, please contact the product support.	The restart for the firmware upgrade procedure did not finish, even though the time displayed for [Time until camera restarts] in the firmware upgrade screen has passed. If you cannot access the camera even after the time displayed in the message has passed, check whether the camera is connected to the network properly, and then contact the customer support center.
Failed to save the camera specification file.	The length of the specified folder and file exceeds 260 characters. Make sure the length of the folder and file does not exceed 260 characters.
Failed to load camera specification file.	• The format of the camera specification file is incorrect. Check the descriptions in the camera specification file. • The length of the specified folder and file exceeds 260 characters. Make sure the length of the folder and file does not exceed 260 characters.
Failed to change the camera settings.	This message is displayed when changes to camera settings failed to be reflected. Check the connection with the camera.
Could not change the settings.	This message is displayed when camera settings could not be changed. Check the connection with the camera.
Could not assign an IP address, because there are no available IPv4 addresses. Check the camera list and Basic Camera Settings.	An available IPv4 address could not be found. Specify an available IPv4 address.
Could not assign an IP address, because there are no available IPv4 addresses. Check the camera list and IPv4 Address Assignment Settings.	
File does not exist.	A file that does not exist is specified. Check whether the correct file is specified.
Cannot start because one of the following tools is running: • Firmware Upgrade Tool • Backup Tool • Restore Tool • Memory Card Unmount Tool	An attempt was made to launch this tool while another tool with a function equivalent to one of the functions of this tool is running (Firmware Upgrade Tool, Backup Tool, Restore Tool, or Memory Card Unmount Tool). Close the other tool and then try launching this tool again.
When using H.264(2) and selecting the maximum video size, set the frame rate for both H.264(1) and (2) to 15 fps or lower.	A setting combination that cannot be used has been set. Check the details of the message and adjust the settings.
If the frame rate is 1 fps, the I frame interval cannot be set to 0.5 seconds.	

Troubleshooting

Before contacting the dealer or customer support center, check the following troubleshooting items.
If a message is displayed, check the details of the message and corresponding countermeasure in “Lists of Messages” on page 67.

Problem	Solution
Camera Management Tool cannot be launched.	• The [Windows Firewall] function may turned on. This tool needs to be registered as a trusted program. For details on the firewall settings, please refer to the camera’s “Operation Guide”. • If an attempt was made to launch this tool while another tool with a function equivalent to one of the functions of this tool is running (Firmware Upgrade Tool, Backup Tool, Restore Tool, or Memory Card Unmount Tool), close the other tool. • If this tool is already running, another instance of this tool cannot be launched.
A camera cannot be detected.	• Check the connection with the camera. If the camera is successfully connected, turn the power of the camera off and then back on. • A camera that does not exist on the same network segment cannot be detected. Add the camera manually (P. 17). • An unsupported camera cannot be detected (P. 11).
The Admin Tools, Setting Page, or Admin Viewer for the selected camera cannot be launched.	• Check whether the camera certificate is installed. • When using Internet Explorer 9 or later, add the camera as a trusted site (P. 31).
Authentication with the camera failed.	• If the administrator password is changed, the administrator information needs to be set for each camera (P. 24).
The camera is not displayed in the camera list.	• If a detected camera is deleted from the camera list, it will not be displayed in the camera list even if the connection with that camera is successful. Perform a camera search by clicking to display it again.
Software update, setting backup, or setting restore terminated abnormally, and [Connection Status] does not recover from [Not connectable].	• Restart the camera (P. 62).

Index

A

Add 17
Admin Tools 33
Admin Viewer 31, 32
Advanced Camera Settings 39
  Load from a camera 39
  Load from a file 41
  Save to a camera 39
  Save to a file 40
Authentication Information 24

B

Back Up Setting Values 56
Basic Camera Settings
  Camera 29
  Date and Time 28
  Network 26
  Password 27
  Video 30
Basic Settings 25

C

Camera 29
  Adding to Camera List 17
  Basic Settings 25
  Checking Status 18
  Detect all 16
  Removing a Camera List 21
  Restart 62
  Restore the Camera to the Initial Settings ... 63
  Search 21
Camera Angle Setting Tool 33
Camera List 15, 18, 19
  Filtered Display 22
  Items to Display 19
Camera specification file 45, 50
  Configuration 48
  Edit 49
  Save Using the Menu 46
  Save When Exiting the Tool 46
Common Password 14
Component names 15

D

Date and Time 28
Detect 16

E

Edit
  Advanced Camera Settings 42
  Camera Specification File 48
Environmental Settings 20, 50

F

Filtered Display 22

I

Installation 12
IPv4 address 26, 36
  Assigning automatically when detected 36
  Assigning with a camera specification file .. 37
  Specify Range 26
  Specify Wildcard 26

L

Launching 14
Log 66

M

Memory Card Operations 60
Message 67
Messages
  Error Messages 69
  Warning Messages 67
Mount 60

N

Network 26

P

Password 27

R

Restart 62
Restore the Camera to the Initial Settings 63

S

Save Location for Files 56
Search 21
Setting Page 31

Specify Range 26
Specify Wildcard 26
Supported Cameras 11
System Requirements 11

T

Toolbar 15
Trusted Site 31

U

Unmount 60
Update Firmware 54

V

Video 30

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